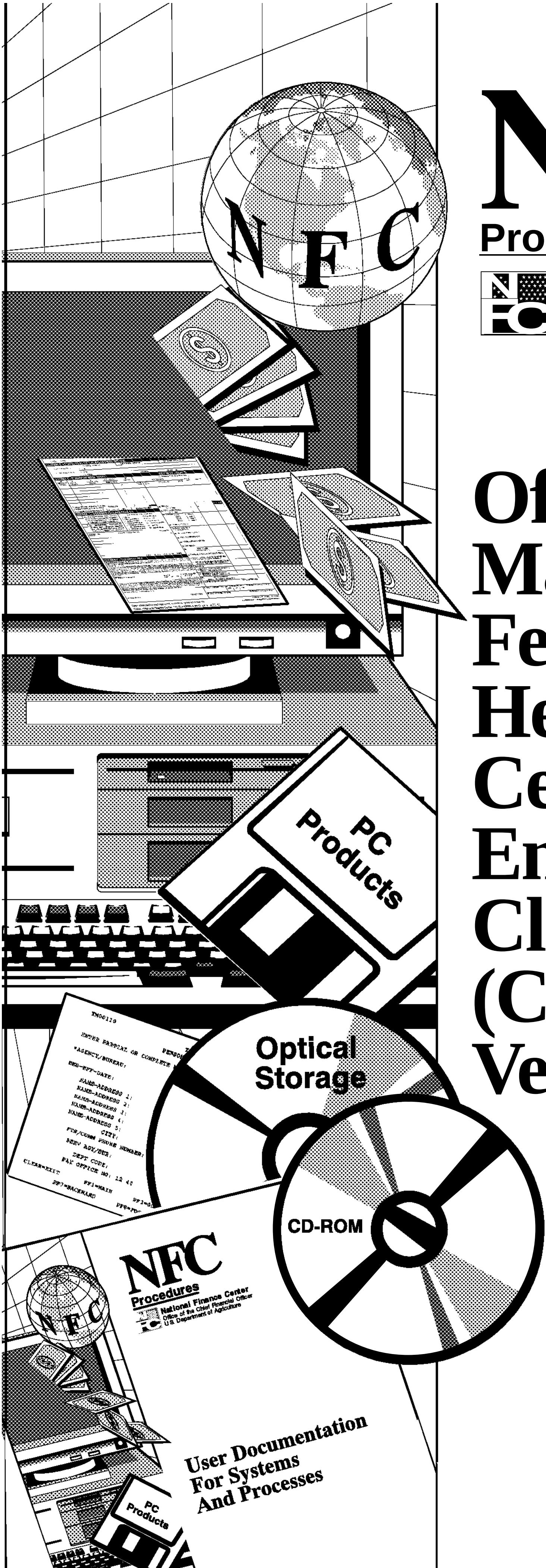


NFC
Procedures

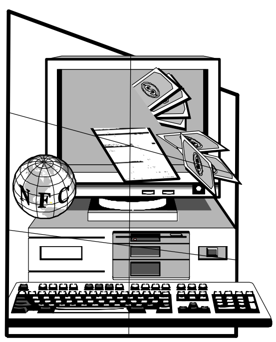
National Finance Center
Office of the Chief Financial Officer
U.S. Department of Agriculture

January 2005

Office of Personnel Management, Federal Employees Health Benefits, Centralized Enrollment Clearinghouse System (CLER) for Carriers Version 3.0

TITLE 10
CLER Manual

CHAPTER 2
CLER for Carriers



CLER for Carriers

National Finance Center
Office of the Chief Financial Officer
U.S. Department of Agriculture

IMPORTANT INFORMATION !

This publication is an illustrated version of CLER **online help**. Since the user can access and print online help directly from the application, online help is considered the primary source for information about CLER.

When you print online help directly from the application, the format is different from this illustrated version; however, the text is the same. Therefore, NFC provides the illustrated version only upon customer request.

For information about this publication, please contact the Government Employees Services Branch (GESB). Instructions for contacting GESB and other support sources are provided in the **About This Procedure** section of this publication.

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New Orleans, Louisiana

Changes To CLER As Of 11/10/04

The CLER for Carriers procedure has been updated to incorporate system and procedure changes. Changes in the procedure are identified by "▶◀". The changes affecting users are summarized below.

- The Reports search criteria pages now give users the option of omitting totals from the reports they produce.
- System codes now include Reconciliation Reason Codes 590 and 591.
- On the Carrier Enrollees View and Carrier Enrollees Validate pages, a short definition is displayed next to the codes in the Discrepancy, Reconciliation Reason, Reconciliation Action, and Corrective Action fields.
- The CLER Logon page displays links to information about the CLER application's accessibility and security.
- Carrier users can display the Payroll Office Enrollees, Payroll Office Enrollees Search Results, Payroll Office Enrollees View, and Carrier Enrollees Reconcile pages to query, view, and assist in resolving payroll office enrollee records marked with Discrepancy Code 163.
- The Carrier Enrollment Codes Search Results and Carrier Enrollment Codes View pages now display the Region field.
- The Formatting Enrollment Data Files For Transmission To CLER and Quarterly Reconciliation Timeline sections have been updated to include information about how users can get copies of the CLER Carrier Enrollment File Layout and Quarterly Reconciliation Timeline documents.
- Discrepancy Listing (Report 1) under the Reports section has been renamed Payroll Discrepancy Listing.
- Carrier Discrepancy Listing (Report 12) has been added to the Reports section.

Table Of Contents

List Of Figures

About This Procedure

This procedure provides instructions for accessing and operating the Office of Personnel Management (OPM), Federal Employees Health Benefits (FEHB), Centralized Enrollment Clearinghouse System (CLER). The following information will help you use the procedure more effectively and locate further assistance if needed.

How The Procedure Is Organized

The major parts of this procedure are described below:

Introduction presents an overview of CLER, including security access information and instructions for accessing the system. It also provides basic operational information, including how to get online help while using the CLER application.

CLER Processing Instructions provides step-by-step instructions for the processes performed in CLER.

CLER Field Descriptions And Instructions contains descriptions and completion instructions for the fields displayed on the CLER pages.

CLER Reference Tables includes tables of valid values for completing the fields on the CLER pages.

Exhibits contains illustrations of forms.

Glossary defines terms you need to know.

Heading Index provides an alphabetical list of all headings in the procedure. When a heading is referenced, you can use this index to locate the page number.

To keep you informed about new or changed information related to this system, the National Finance Center (NFC) issues short publications called bulletins. This procedure and all related bulletins are listed in the NFC Publications Catalog. The NFC Publications Catalog is also available online from the NFC home page (*www.nfc.usda.gov*). Users can choose to view and/or print bulletins from the list provided in the Publications Catalog.

What Conventions Are Used

This procedure uses the following visual aids to identify certain kinds of information:

Convention	Example	
Important extra information is identified by a note.	**Note:** The values listed in the drop-down menus are listed in numerical and alphabetical order.	
Figure references link figures with the text. These references are printed in bold sans serif font.	The CLER Logon page (**Figure 1**) is displayed.	
References to headings in the procedure are printed in the same font as figure references. **Note:** When a heading is referenced in the procedure, you can use the Heading Index to locate the page number.	For instructions on using the Payroll Office Information page, see **Viewing Payroll Office Information Records**.	
References to command buttons are printed in bold and enclosed in brackets.	Click **[View]** next to the applicable record.	
Field names are printed in the margin. Field specifications are printed in *italics*. **Note:** Field entries are identified as *required*[1], *conditional*[2], *optional*[3], *optional default*[4], or *no entry*[5].	**Payroll Office ID**	*Optional, alphanumeric, 8 positions* Type the payroll office identification number.

[1]***Required***	*You must enter data in the field. (Note: All required fields on CLER pages are marked with * to distinguish required entries from optional entries. The required fields must be completed to avoid rejection.)*
[2]***Conditional***	*You may be required to enter data based on criteria indicated in the field instructions.*
[3]***Optional***	*You may elect to enter data in the field. If the field is left blank, no data is system generated.*
[4]***Optional default***	*You may elect to enter data. If the field is left blank, the system generates a default entry.*
[5]***No entry***	*You do not enter data in the field. The field instruction states the reason for no entry.*

Who To Contact For Help

For questions about requesting access to CLER, contact the CLER Operations and Reconciliation Unit at **504-255-3270** .

For questions about CLER processing (including help with unusual conditions), contact the CLER Operations and Reconciliation Unit at **504-255-3270** .

For questions about access authority, contact your organization’s computer system security officer. When necessary, your computer system security officer may contact NFC’s Information Systems Security Office at ▶**504-426-0413** ◀.

PART 1.

INTRODUCTION

This part contains the following sections:

Overview

CLER receives electronic FEHB enrollment data from health insurance carriers and Federal payroll offices on a quarterly basis. The CLER database stores, maintains, processes, edits, and combines the data from the carriers and compares it to the data from the payroll offices. NFC takes a proactive approach to resolve any discrepancies between the carrier data and the payroll office data identified during the operation of CLER by working with Federal agencies (payroll offices and personnel offices), carriers, and individual enrollees, as needed.

Authorized users of CLER can access data when security access is requested by the computer system security officer and clearance is provided by the NFC Information Systems Security Office (ISSO).

This section presents more information under the following topics:

System Capabilities And Interface

Payroll offices electronically submit quarterly FEHB enrollment data directly to NFC. Carriers submit their FEHB enrollment data quarterly to the OPM data hub located in Macon, Georgia, which in turn submits the data to NFC. Upon receipt, the enrollment data is processed into NFC's DB2 mainframe. The mainframe database stores, maintains, processes, edits, matches, combines, and compares the enrollment data from the payroll offices to the data from the carriers using edit tables.

After the data is entered into the mainframe, the data is sent to the CLER Web server where the agencies, carriers, OPM, and NFC access the data for inquiries, contact information updates, discrepancy corrections, and report generation.

Using the Web server, an agency may query on its data. To assist the agency with the reconciliation process, reports are developed using the report generation capabilities that are modeled on NFC's reporting center. Using the data that resides in CLER, users can tailor their reports to meet their specifications. Based on the agency analysis, a discrepancy with the carrier data may be encountered. The agency may submit forms requesting corrective action from the carrier electronically using the CLER Web server. The corrective action request file is forwarded from the Web server through the NFC mainframe, where it is processed and transmitted to the carrier through OPM's data hub.

Carriers respond to the corrective action request directly through the Web server. The carrier response and update is maintained on the database and is available for inquiry by the agencies. To further assist the carrier in the response, the carrier may develop customized reports in CLER.

Agencies and carriers have a primary contact in each of their organizations and must maintain the contact information in CLER.

OPM oversees the operation of CLER. To perform this role, OPM has inquiry and report capabilities for all carriers and agency participants. The system provides statistical information relative to the number of discrepancies, occurrence rates, corrective actions, enrollment changes, etc. This information provides OPM with data needed to effectively manage and oversee the FEHB reconciliation process.

NFC maintains the system, updates all tables and edits as necessary, and maintains system security.

Reports Through CLER

CLER supports and facilitates report creation. CLER report creation is modeled on NFC's Reporting Center, which is an integral part of several other NFC applications.

Selection criteria, sorts, and formats are built into the CLER reporting database. With the flexibility of the reporting options offered, users are able to design custom reports from the options displayed on the Reports Selection page.

Forms

Forms associated with CLER activities are described below.

Note: The 2809 and 2810 options in CLER are formatted to include data elements from the forms listed below, as well as the data elements from the 2809 and 2810 options in Employee Express.

SF-2809, Health Benefits Election Form (See **Exhibit 1** in **Part 5**.)**.** This form is used by (1) Federal employees eligible to enroll in or currently enrolled in the FEHB program, (2) former spouses of Federal employees eligible to enroll in or currently enrolled in the FEHB program under the Spouse Equity law, and (3) individuals eligible for temporary continuation of coverage under the FEHB program to:

- Enroll eligible persons in the FEHB program.
- Elect not to enroll in the FEHB program.
- Change an enrollee's plan.
- Change coverage within a plan.
- Cancel the FEHB enrollment of an enrollee who elected to end his/her coverage though he/she continues to be eligible for it, and no extension of coverage is granted.

SF-2809-1, Health Benefits Election Form (See **Exhibit 2** in **Part 5**.)**.** This form is used by (1) annuitants (other than Civil Service Retirement System (CSRS) and Federal Employees Retirement System (FERS) annuitants) eligible to enroll in or currently enrolled in the FEHB program, including individuals receiving monthly compensation from the Office of Workers' Compensation Programs, (2) former spouses of annuitants (other than CSRS and FERS annuitants) eligible to enroll in or currently enrolled in the FEHB program under the Spouse Equity law, and (3) individuals eligible for temporary continuation of coverage under the FEHB program to:

- Enroll in the FEHB program.
- Change FEHB enrollment from Self Only to Self and Family and/or from the present plan or option to another plan or option.
- Change FEHB enrollment from Self and Family to Self Only.
- Cancel FEHB enrollment.

SF-2810, Notice of Change in Health Benefits Enrollment (See **Exhibit 3** in **Part 5**.)**.** This form is used to:

- Terminate the enrollment of (1) an enrollee employed by the Federal Government who leaves Government service, or (2) an enrollee employed by the Federal Government who exceeds 365 days in non-pay status and is eligible for a 31-day extension of coverage.
- Reinstate enrollment.
- Change the name of an enrollee.
- Change the enrollment to a survivor annuitant.

CLERC, Security Access Form, Health Benefit Carrier Personnel (See **Exhibit 4** in **Part 5**.)**.** This form is completed by a carrier’s computer system security officer and submitted to NFC’s ISSO to request CLER access for carrier personnel.

Responsibilities

Following are the general responsibilities of the primary organizations involved in the operation of CLER.

Agency:

- Appoints a primary and an alternate computer system security officer who coordinates all requests with NFC for CLER access authorization.
- Transmits FEHB enrollment data to NFC.
- Establishes and maintains payroll and personnel office contact information in CLER.
- Reviews and researches current and/or prior quarter enrollee transmission records.
- Reviews and researches current and/or prior quarter enrollee discrepancy records.
- Enters reconciliation action codes to record corrective actions.
- Enters reconciliation reason codes for discrepancies.
- Views responses from the carrier on corrective action taken.
- Inputs, faxes, or mails 2809 and 2810 data for carrier corrective action/corrections.
- Verifies that corrective actions/corrections have resolved discrepancies.

Carrier:

- Appoints a primary and an alternate computer system security officer, who coordinate all requests with NFC for CLER access authorization.

- Transmits FEHB enrollment data to the OPM data hub in Macon, Georgia.
- Establishes and maintains carrier and carrier plan contact information in CLER.
- Reviews and researches current and/or prior quarter enrollee transmission records.
- Reviews and researches current and/or prior quarter enrollee discrepancy records.
- Enters response codes to respond to the corrective action requests from agencies.

  Note: The carrier takes no action unless authorized by the responsible agency.

OPM:

- Oversees and manages the reconciliation process.
- Views all carrier and agency enrollment records.
- Views all contact information.
- Views all table information.
- Takes action to ensure user compliance.

NFC:

- Operates the CLER system.
- Provides operational support to resolve reconciliation problems.
- Researches and resolves system inquiries.
- Provides subject matter expertise.
- Provides training to CLER users.
- Coordinates system/user compliance issues with OPM.
- Maintains security over all data residing in CLER.

Getting Started

This section presents the following topics:

Using CLER

CLER Operating Features

Using CLER

CLER is a Web-based application. To use CLER, you must have access to the Internet and knowledge of Internet navigation.

For more information, see:

System Security

Requesting Access To CLER

Formatting Enrollment Data Files For Transmission To CLER

Transmitting Enrollment Data Files To CLER

Quarterly Reconciliation Timeline

Viewing The Online Application

Browser Compatibility

Recommended Browser Usage

Browser Settings

Starting CLER

Exiting CLER

System Security

At the request of OPM or OPM's delegated authority, NFC grants users the authority to access the CLER application. Users request access through their computer system security officer. Each user (agencies and carriers) is required to establish a primary and an alternate computer system security officer, who coordinate all requests with NFC for CLER access authorization. Users, with approval from their organizations, are allowed to have access to appropriate resources and OPM may grant access permission to other users or groups of users. Resource access permission is limited to the extent determined by OPM, NFC, and the approved user organizations (i.e., participating agencies, carriers, auditors, etc.).

The User's Computer System Security Officer will:

- Obtain organization and/or owner authorization approval(s) and request user IDs according to the user's computer system security policy.
- Submit the request for access to CLER to NFC's Information Systems Security Office (ISSO).
- Suspend user IDs upon the employee's termination or assignment change.
- Notify NFC of any changes in the authority or of the termination of an employee in their organization.

- Consult with NFC's ISSO on security matters related to the use of NFC's facilities.
- Monitor users' activity for access violations.

NFC's Computer System Security Officer will:

- Grant authority to use/access the computer facilities based on OPM's authority and the user's requirements.
- Establish, control, and maintain user identification.
- Log all unauthorized access attempts and furnish reports to the respective user computer system security officer for appropriate action.
- Monitor security concerns of OPM and the user computer system security officer related to NFC's facilities and resources.

Requesting Access To CLER

NFC will grant authority to use/access its facilities to individual users at the request of OPM and the user's computer system security officer. Every user is assigned a unique identification number which defines the specific information a user has access to based on job responsibilities, need to know, and the user's computer system security policy. Communications related to gaining access to CLER must go through the user's computer system security officer to NFC. To gain access to CLER, the user's computer system security officer must complete the Form CLERC, CLER Security Access Form, Health Benefit Carrier Personnel (**Exhibit 4**), and send it to NFC's ISSO via fax at ▶**504-253-5798** ◀ or e-mail at *nfc.securityofc@usda.gov.*

For an electronic and/or paper copy of Form CLERC, CLER Security Access Form, Health Benefit Carrier Personnel, ask your organization's computer system security officer to contact the CLER Operations and Reconciliation Unit at **504-255-3270** . For questions about access authority, contact your computer system security officer. When necessary, your computer system security officer may contact NFC's ISSO at ▶**504-426-0413** ◀ or via e-mail at *nfc.securityofc@usda.gov.*

Formatting Enrollment Data Files For Transmission To CLER

For information about formatting enrollment data files for transmission to CLER, carriers should refer to the CLER Carrier Enrollment File Layout document. ▶For a copy of this document, contact the CLER Operations and Reconciliation Unit at **504-255-3270** .◀

Transmitting Enrollment Data Files To CLER

Carriers transmit FEHB enrollment data files to OPM's data hub located in Macon, Georgia, who in turn, transmits the data to CLER via existing connectivity to NFC.

▶*Timeline For CLER Quarterly Reconciliation*◀

The CLER reconciliation process includes four reconciliation quarters per year. The first quarter begins on March 1, the second quarter begins on June 1, the third quarter begins on

September 1, and the fourth quarter begins on December 1. ▶Weeks before a quarter begins, the CLER Operations and Reconciliation Unit sends a copy of the quarterly reconciliation timeline for that quarter to agencies and carriers via e-mail. Please refer questions about the quarterly reconciliation timeline to the CLER Operations and Reconciliation Unit at **504-255-3270** .◀ A sample of the quarterly reconciliation timeline for the second quarter is described in the table listed below.

Note: In the sample timeline listed below, payroll office enrollment data is transmitted directly to CLER and consists of data as of the pay period paid by payroll offices between June 1 and June 15. Carrier enrollment data consists of data as of June 1 and is transmitted to CLER via the OPM data hub between June 1 and June 20.

Quarterly Reconciliation Timeline

Date (mo/day)	Description
6/1	Carriers and payroll offices may begin transmitting enrollment data to CLER via electronic input files. Reminders are e-mailed to carriers and payroll offices regarding the current quarterly due date for the submission of enrollment data to be reconciled.
6/15	This is the current quarterly due date for carriers and payroll offices to transmit their quarterly enrollment data to CLER.
6/17	Reminders are e-mailed to the carriers and payroll offices that have not submitted their quarterly enrollment data.
6/20	This is the last day that enrollment data transmitted from carriers and payroll offices is accepted for inclusion into the reconciliation process. Any transmissions of enrollment data that are received after this date will not be included in the reconciliation process for this quarterly cycle. An e-mail informing the submitter that the transmission is accepted or rejected is generated within 1 workday after receipt.
6/21	The OPM data hub in Macon, Georgia, provides CLER with the last files transmitted by carriers.
6/24 - 6/26	The information required to produce discrepancy reports is processed and made available to agencies and carriers through CLER. The discrepancy report information will remain available until further notice. The agencies have approximately 30 days to research discrepancies and respond with resolutions.
6/26	Lists of carriers and payroll offices that have not submitted their quarterly enrollment data are made available to OPM through CLER.
7/23	Reminders are e-mailed to the agencies that did not provide responses to the discrepancy reports.
7/29	Responses from agencies are due. ▪ If the research shows that the payroll or personnel office’s records are incorrect, the payroll or personnel office will correct the error(s) in their payroll/personnel system and enter the reconciliation reason code in CLER. ▪ If the research shows that the carrier’s records are incorrect, the agency will enter the results of their research in CLER for carrier correction. The agency will submit supporting data through CLER or hard copy to the carrier.
7/29 - 8/1	On July 29 after 4 p.m., CLER will initiate the process of transferring the corrective action request file to the OPM data hub located in Macon, Georgia, for the retrieval of the file by carriers. CLER will notify carriers via e-mail when the data is available after OPM’s data hub has completed its processing.
8/1 - 8/31	Carriers enter corrective action codes in CLER to indicate what actions were taken to resolve the discrepancies.

Quarterly Reconciliation Timeline

Date (mo/day)	Description
8/23	Reminders are e-mailed to the carriers that have not confirmed the corrective actions taken as of this date.
8/26	Reminders are e-mailed to all payroll offices and carriers that the next quarter files will be due between September 1 and September 19.

Viewing The Online Application

The CLER application was designed to use a screen resolution of 800 X 600 dpi. The resolution you see is controlled by your personal computer's monitor and video card settings. Any resolution can be used; however, lower resolutions may force you to scroll the screen to view all data on the screen.

The appearance of the page is also controlled by your browser's font setting. If the words on the screen appear too large or too small, you can adjust them yourself by using the browser font adjustments.

Browser Compatibility

This application is currently compatible with the following browsers: (1) Microsoft Internet Explorer (IE) Version 5.5 (Service Pack 2) and above, and (2) Netscape Version 6.2 and above. Some successful testing has been done with the Opera Version 6; however, CLER may not be completely compatible with this browser. CLER is currently not compatible with WebTV systems.

Recommended Browser Usage

This application performs best when using IE because the type of tabular data displayed on most CLER screens usually appears twice as fast in an IE browser than in Netscape. Netscape can be used; however, IE should provide better performance.

Browser Settings

The CLER application requires that your browser settings allow the use of JavaScript and cookies. These tools are used to perform local entry edits on the input screens and to ensure that NFC sends the correct data to the correct user each time you click an option in the application. Some browsers may show the JavaScript option as Jscript or Active Scripting.

For best results, the browser cache settings should never be set to zero. This option may be listed as ***amount of disk space*** in some browsers.

Some browsers may also perform poorly if the ***Document in cache should be compared to the document on the Server*** or ***Check for newer versions of stored pages*** option is set to ***NEVER***. Any other setting will provide better performance.

Starting CLER

To start CLER:

1. Access the Internet and log on to the CLER Web site at *https://www.nfc.usda.gov/cler*. The CLER Logon page (**Figure 1:1**) is displayed.

   Note: ▶To display information about the CLER application's accessibility and security, click Accessibility or Security, as applicable.◀

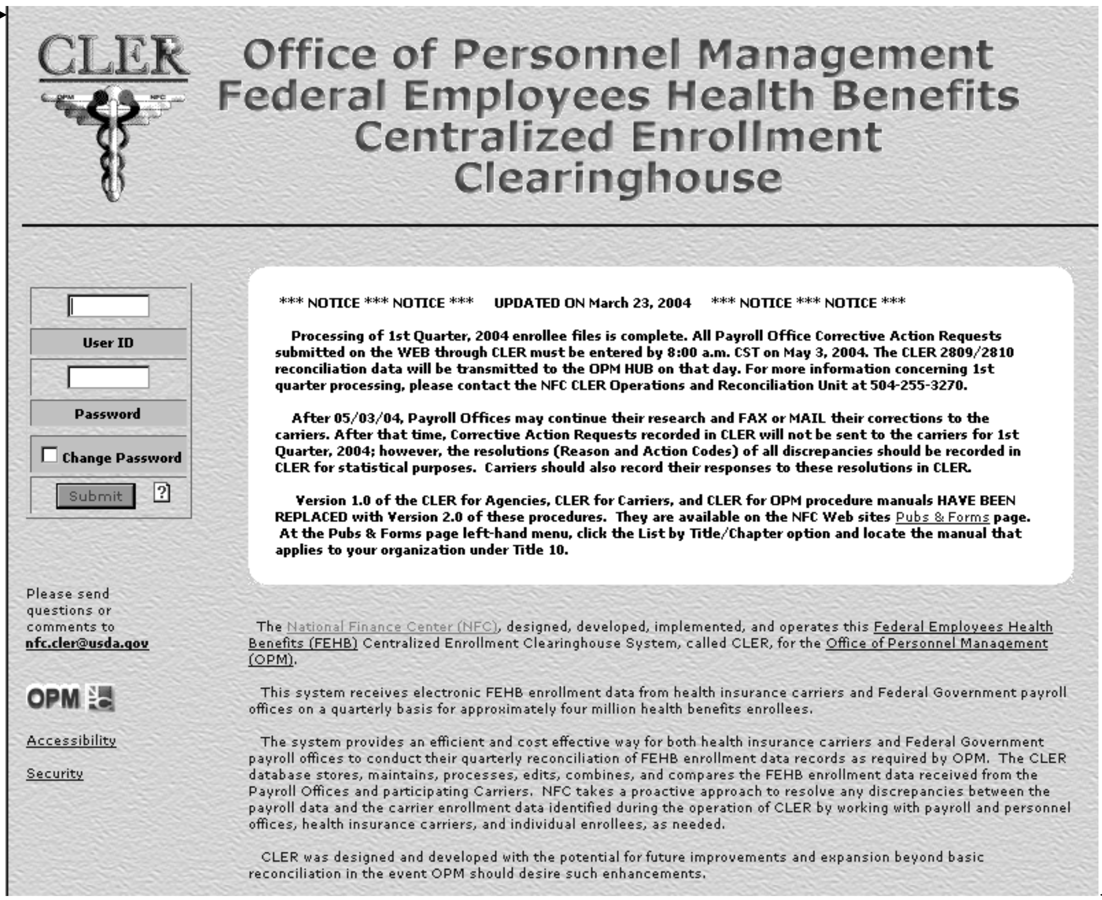


Figure 1:1. CLER Logon Page

2. Complete the fields as indicated under the **CLER Logon Field Instructions** in **Part 3** and click **[Submit]**. The CLER Main Menu (**Figure 1:2**) is displayed.

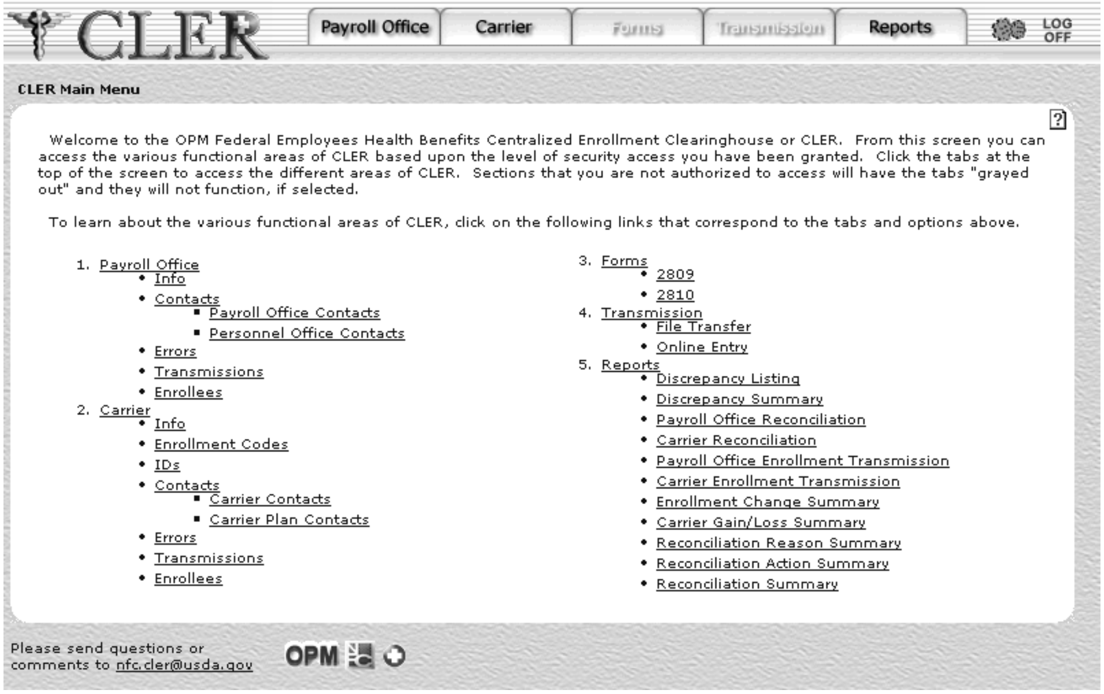


Figure 1:2. CLER Main Menu

Below is a brief description of each option displayed on the CLER Main Menu.

- **Payroll Office.** Used to view payroll office FEHB enrollment information.
- **Carrier.** Used to view and maintain carrier FEHB enrollment information.
- **Reports.** Used to produce reports.
- **“Gears” (icon).** Used to view CLER processing schedules and system codes information.

Exiting CLER

To exit CLER, click **[Log Off]** on any CLER page. The CLER Logoff page (**Figure 1:3**) is displayed and the current session on the CLER Web site is terminated. For the highest security when logging off, close the browser to keep another user from accessing pages in the browser memory.

Figure 1:3. CLER Logoff Page

CLER Operating Features

CLER is designed in a Web format, providing mouse-driven point-and-click functionality, command buttons, and other Web features. This section reviews these basic features and describes other features that are specific to CLER.

This section presents the following topics:

- **CLER Function Keys**
- **CLER Data Entry**
- **CLER Menu Bar**
- **CLER Command Buttons**
- **CLER Pop-up Messages**
- **CLER Search Criteria Data Entry Fields**
- **CLER Drop-Down Menu Data Entry Fields**
- **CLER Radio Buttons**
- **CLER Online Help**

CLER Function Keys

CLER is designed for a mouse-driven environment; however, certain keys may be used to perform certain functions. Your keyboard includes the following function keys that can be used in CLER:

Function Keys

Key	Description
Tab	Used to move to the next field.
↑	Used to move through a drop-down menu.
↓	Used to move through a drop-down menu.
→	Used to move through a drop-down menu.
←	Used to move through a drop-down menu.

CLER Data Entry

After data is entered in a data entry field, the field remains active until an action is taken to advance the cursor to the next field. This may be accomplished by using the mouse to point and click the next field or by using the **[Tab]** key.

CLER Menu Bar

The menu bar is displayed below the title bar on all CLER pages except pop-ups. Each option on the menu bar displays other options for viewing and/or maintaining records. Options may vary depending on the page.

CLER Command Buttons

CLER command buttons carry out the action described in the button's name. The following command buttons are used throughout CLER:

Command Buttons

Button	Description
Add	Used to open a page to add records.
View	Used to open a page to view data on existing records.
Update	Used to open a page to update data on existing records.
Delete	Used to delete an existing record.
Release	Used to release a record for processing.
Add Record	Used to add data entered on a page.
Clear Data	Used to refresh a page.
Submit	Used to submit criteria to search for records. If the fields for all search criteria are optional, the users may leave those fields empty and click **[Submit]** to display all records.
Reset	Used to refresh search criteria pages.
Cancel	Used to (1) return to the previous page and (2) refresh carrier and carrier plan contact data entry pages.
Validate	Used by carriers to (1) validate transmission records and (2) proceed to a page that is used to validate FEHB enrollee records.
Validate Record	Used by carriers to save information entered on the Carrier Enrollees Validate page.

CLER Pop-up Messages

Throughout CLER, pop-up messages appear when certain actions are performed. These pop-ups notify the user of an action that must be taken and/or an error condition that must be corrected. Command buttons are used on these pop-ups to accept or cancel the message. You must click a command button in order for the pop-up to disappear and to be returned to the active page. The following is an example of a pop-up message (**Figure 1:4**).

Figure 1:4. Pop-up Message

CLER Search Criteria Data Entry Fields

There are certain CLER pages that are used to search for and display data records. The search criteria data entry fields displayed on these pages are completed to display records that contain data related to the search criteria entries. Also, the search criteria data entry fields on these pages may be partially completed to display a wider range of data records. For example, if you are searching for all data records that contain a payroll office ID number that begins with the number 2, type **2** in the Payroll Office ID field to display data records that contain a payroll office ID number that begins with the number 2.

Note: To display all data records for a search criteria page that has no required fields, click **[Submit]** at the bottom of the page without completing any of the fields.

CLER Drop-Down Menu Data Entry Fields

Many CLER pages have drop-down menu data entry fields (**Figure 1:5**) that allow you to select the correct entry value from a list (drop-down menu) of valid values for that field.

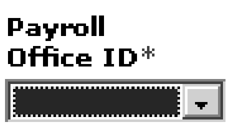


Figure 1:5. Drop-down Menu Data Entry Field

To complete a drop-down menu data entry field:

1. Click the arrow displayed next to the drop-down menu data entry field and the drop-down menu of valid values for that field is displayed.

2. Click the arrows that are displayed at the top and bottom of the drop-down menu to scroll through the menu and locate the appropriate value.

3. Click the appropriate value and that value is entered into the field.

Note: The values displayed in the drop-down menus are listed in numerical and alphabetical order. You may type the first character of a value in the field displayed next to the arrow in order to display the first value that begins with that character. For example, if you are searching for a payroll office ID number that begins with the number 2, type **2** in the field displayed next to the arrow and the first payroll office ID number from the drop-down menu that begins with the number 2 is displayed. If you click the arrow after typing 2 in the field, the payroll office ID numbers that begin with the number 2 will be displayed in numerical order.

CLER Radio Buttons

Round buttons, called radio buttons (**Figure 1:6**), are used throughout CLER. Radio buttons are used to (1) select the data that will be placed in a field, (2) select options such as a data category, and (3) specify selection criteria such as display and sort criteria for a particular search. To select a radio button, point and click the applicable radio button.

Figure 1:6. Radio Buttons

CLER Online Help

CLER Online Help provides three methods for locating information:

- ***Table of Contents***. To access the Online Help Table of Contents (**Figure 1:7**), click the question mark (?) icon on the CLER Main Menu (**Figure 1:2**). Help topics are displayed as an expandable menu in book order. As you click the Expand [+] icons, more topics are displayed. (See **Figure 1:8**.) To view the text associated with a topic, just click the topic.

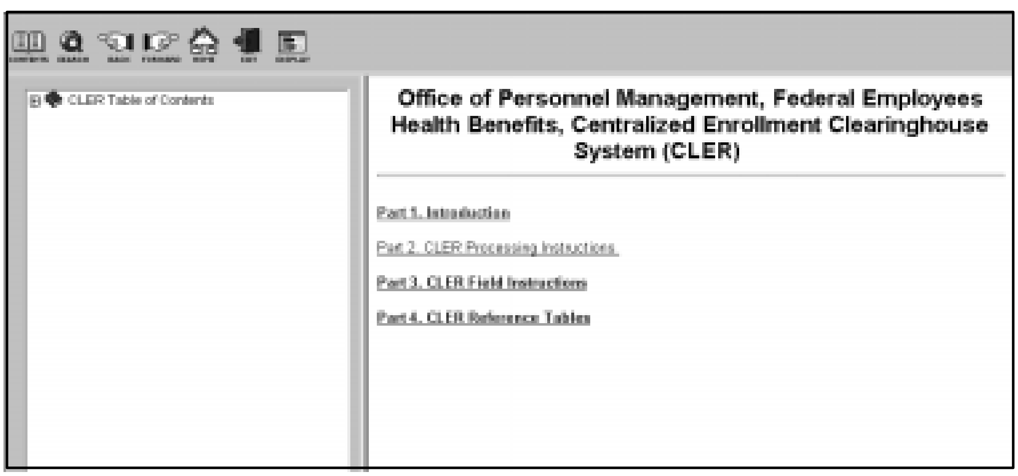


Figure 1:7. Online Help Table of Contents

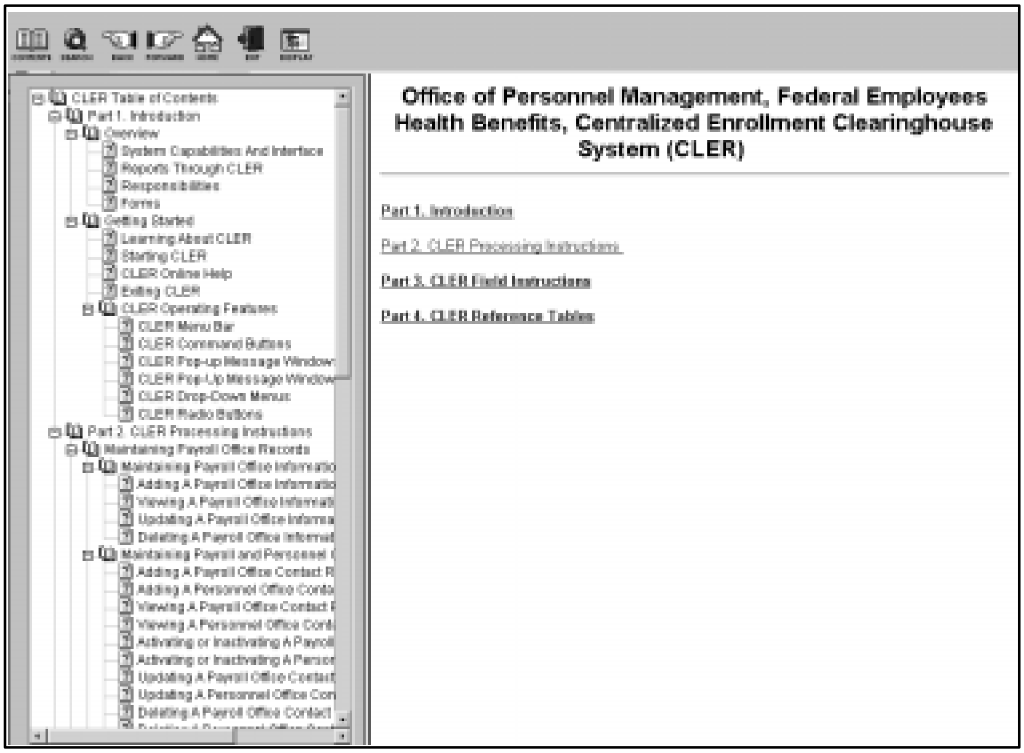


Figure 1:8. Expanded Online Help Table Of Contents

- ***Word Search***. To conduct a word search, click the Search icon in the Help menu bar. Enter a word or words in the space provided to display associated topics. Click any topic to view the associated text.
- ***Help Button on System Pages***. For field instructions/descriptions on a specific page, click the question mark icon [?] on that page.

PART 2.

CLER Processing Instructions

This part contains the following sections:

Viewing Payroll Office Records

The Payroll Office option allows users to view payroll office records.

This section presents more information under the following topics:

Viewing Payroll Office Information Records

The Info option on the Payroll Office Main Page (**Figure 2:1**) allows users to view information about each payroll office.

To view a payroll office information record:

1. Click **[Payroll Office]** at the top of the CLER Main Menu (**Figure 1:2**). The Payroll Office Main Page (**Figure 2:1**) is displayed.

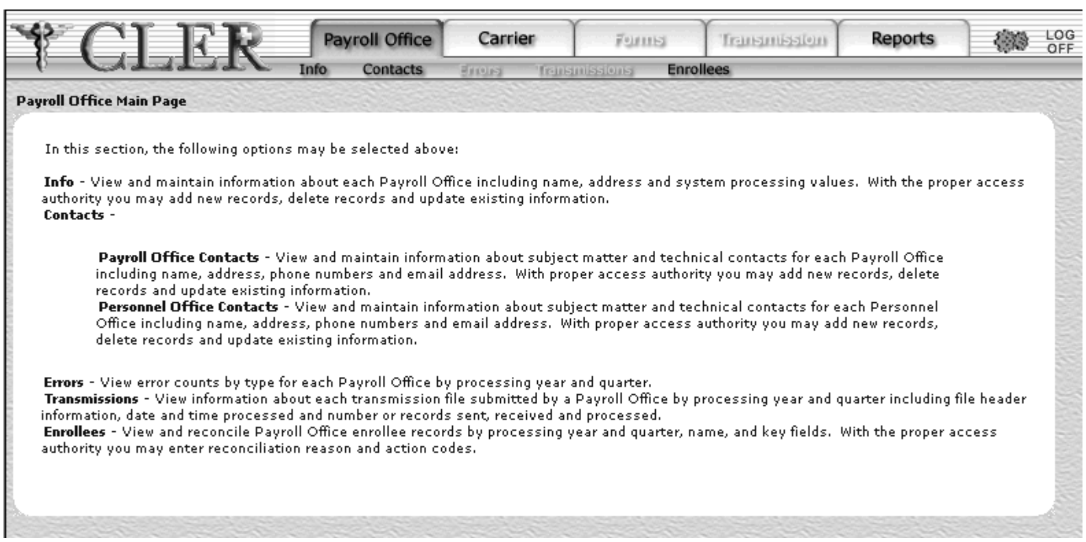


Figure 2:1. Payroll Office Main Page

2. Click **[Info]** at the top of the Payroll Office Main Page. The Payroll Office Information page (**Figure 2:2**) is displayed.

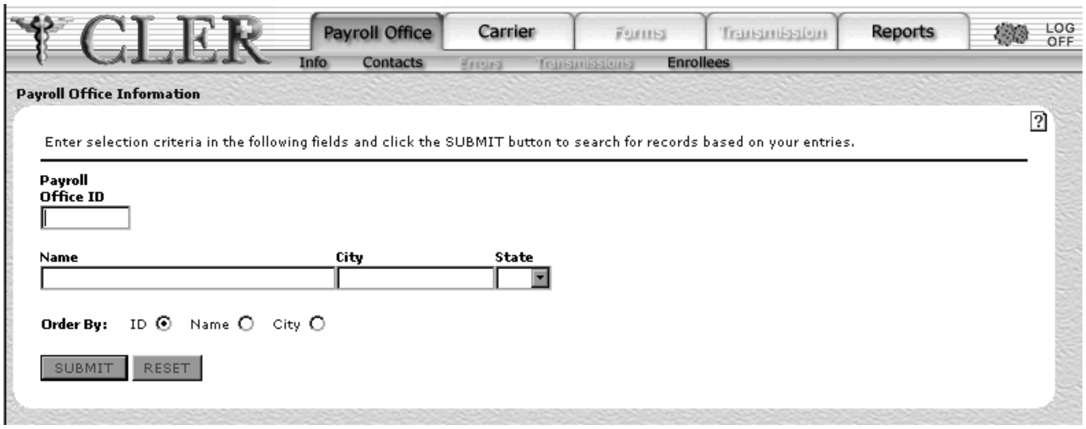


Figure 2:2. Payroll Office Information Page

3. Complete the fields on the Payroll Office Information page as indicated under **Payroll Office Information Page Field Instructions** in **Part 3** and click **[Submit]**. The Payroll Office Information Search Results page (**Figure 2:3**) is displayed. For field descriptions, see **Payroll Office Information Search Results Page Field Descriptions** in **Part 3**.

Figure 2:3. Payroll Office Information Search Results Page

4. Click **[View]** next to the applicable record. The Payroll Office Information View page (**Figure 2:4**) is displayed. For field descriptions, see **Payroll Office Information View Page Field Descriptions** in **Part 3**.

   Note: To view another record, click your browser's Back button to return to the Payroll Office Information Search Results page and click **[View]** next to the applicable record.

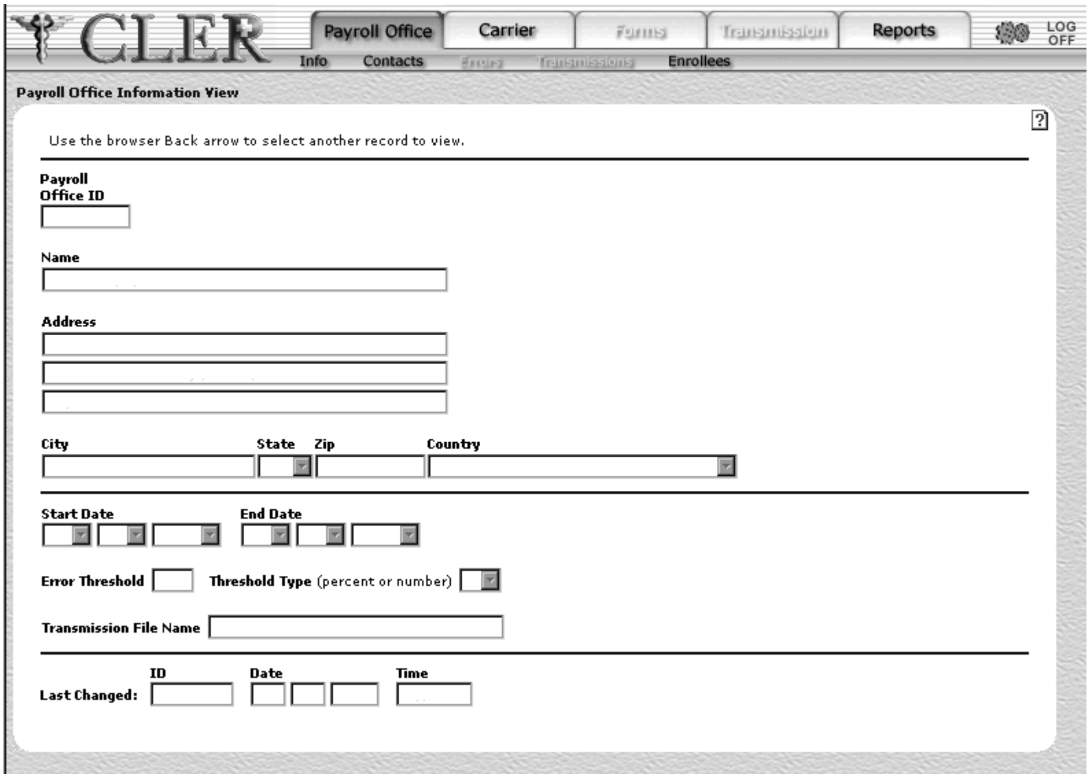


Figure 2:4. Payroll Office Information View Page

Viewing Payroll And Personnel Office Contact Records

The Contacts option on the Payroll Office Main Page (**Figure 2:1**) allows users to view information about subject matter and technical contacts for each payroll office and personnel office. This will aid users in communicating with each other to ensure the resolution of technical concerns related to the transmissions of the enrollment data as well as ensure the resolution of reconciliation matters.

For more information, see:

[Viewing A Payroll Office Contact Record]
[Viewing A Personnel Office Contact Record]

Viewing A Payroll Office Contact Record

The View function allows users to view payroll office contact records.

To view a payroll office contact record:

1. Click **[Payroll Office]** at the top of the CLER Main Menu (**Figure 1:2**). The Payroll Office Main Page (**Figure 2:1**) is displayed.
2. Click **[Contacts]** at the top of the Payroll Office Main Page. The Contacts Main Page (**Figure 2:5**) is displayed with the Payroll Office Contacts and Personnel Office Contacts options.

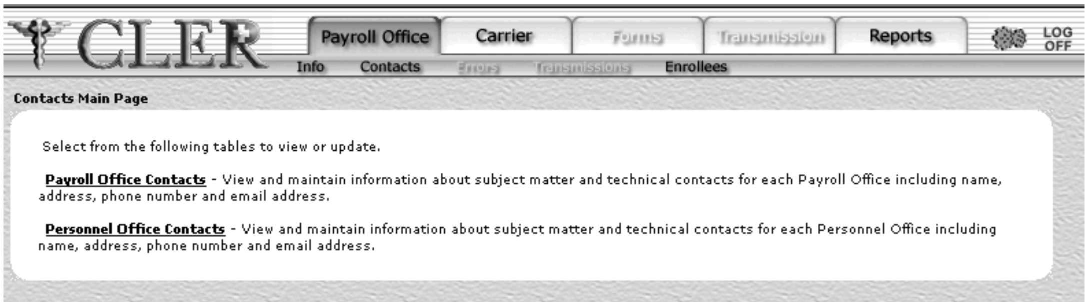


Figure 2:5. Contacts Main Page

3. Click **[Payroll Office Contacts]** to display the Payroll Office Contacts page (**Figure 2:6**).

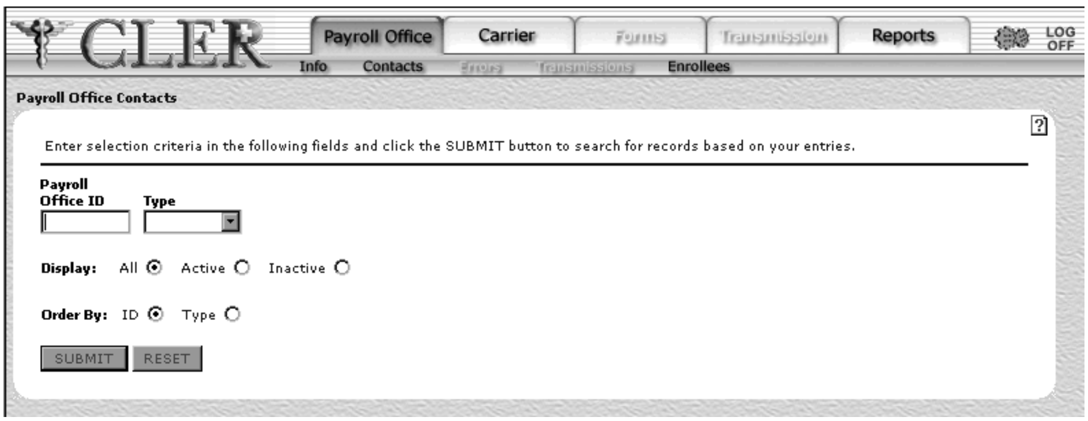


Figure 2:6. Payroll Office Contacts Page

4. Complete the fields on the Payroll Office Contacts page as indicated under **Payroll Office Contacts Page Field Instructions** in **Part 3** and click **[Submit]**. The Payroll Office Contacts Search Results page (**Figure 2:7**) is displayed. For field descriptions, see **Payroll Office Contacts Search Results Page Field Descriptions** in **Part 3**.

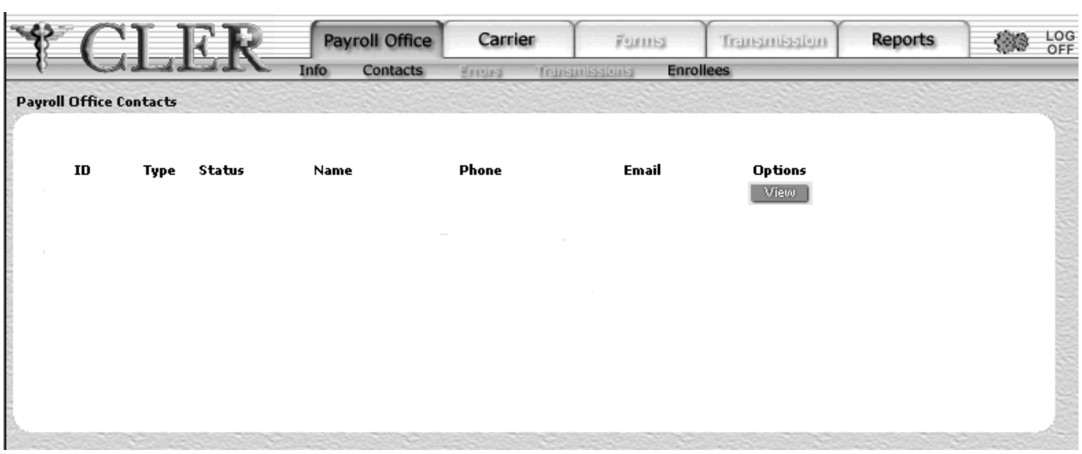


Figure 2:7. Payroll Office Contacts Search Results Page

5. Click **[View]** next to the applicable record. The Payroll Office Contacts View page (**Figure 2:8**) is displayed. For field descriptions, see **Payroll Office Contacts View Page Field Descriptions** in **Part 3**.

   Note: To view another record, click your browser's Back button to return to the Payroll Office Contacts Search Results page and click **[View]** next to the applicable record.

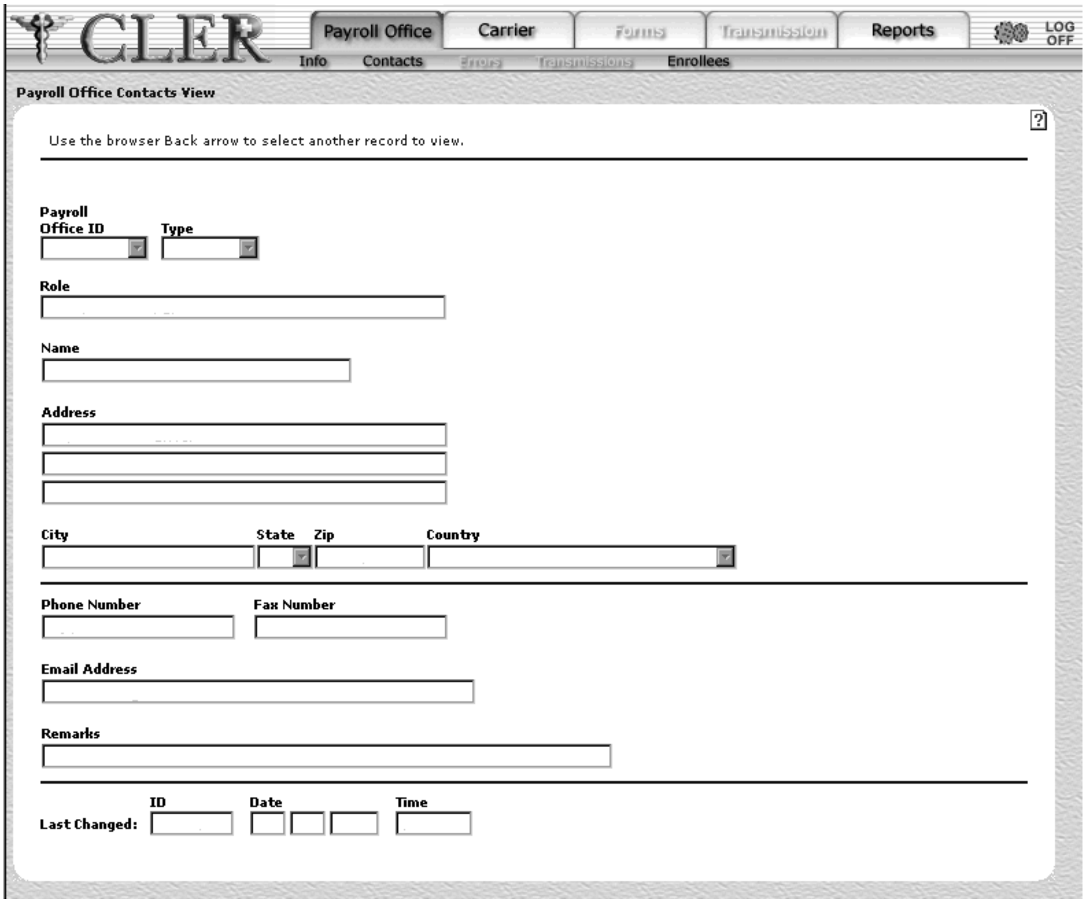


Figure 2:8. Payroll Office Contacts View Page

Viewing A Personnel Office Contact Record

The View function allows users to view personnel office contact records.

To view a personnel office contact record:

1. Click **[Payroll Office]** at the top of the CLER Main Menu (**Figure 1:2**). The Payroll Office Main Page (**Figure 2:1**) is displayed.

2. Click **[Contacts]** at the top of the Payroll Office Main Page. The Contacts Main Page (**Figure 2:5**) is displayed with the Payroll Office Contacts and Personnel Office Contacts options.

3. Click **[Personnel Office Contacts]** on the Contacts Main Page to display the Personnel Office Contacts page (**Figure 2:9**).

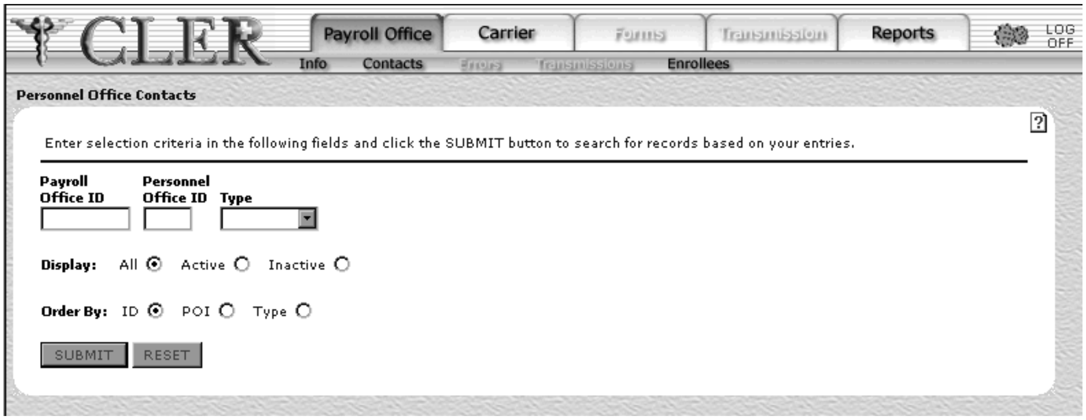


Figure 2:9. Personnel Office Contacts Page

4. Complete the fields on the Personnel Office Contacts page as indicated under **Personnel Office Contacts Page Field Instructions** in **Part 3** and click **[Submit]**. The Personnel Office Contacts Search Results page (**Figure 2:10**) is displayed. For field descriptions, see **Personnel Office Contacts Search Results Page Field Descriptions** in **Part 3**.

Figure 2:10. Personnel Office Contacts Search Results Page

5. Click **[View]** next to the applicable record. The Personnel Office Contacts View page (**Figure 2:11**) is displayed. For field descriptions, see **Personnel Office Contacts View Page Field Descriptions** in **Part 3**.

   Note: To view another record, click your browser's Back button to return to the Personnel Office Contacts Search Results page and click **[View]** next to the applicable record.

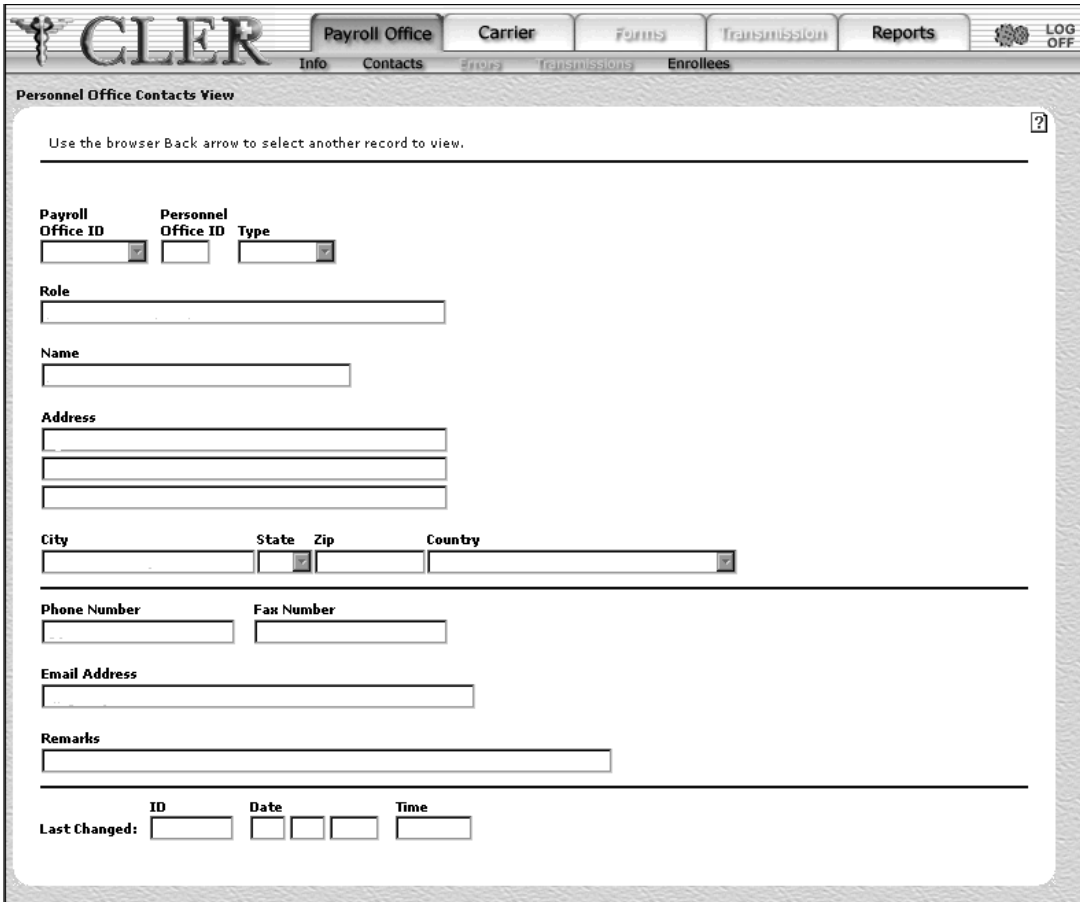


Figure 2:11. Personnel Office Contacts View Page

▸Maintaining Payroll Office Enrollee Records Marked With Discrepancy Code 163

The Enrollees option on the Payroll Office Main Page (**Figure 2:1**) allows carrier users to view and reconcile payroll office enrollee records marked with **Discrepancy Code 163**. For a description of **Discrepancy Code 163**, see **Discrepancy Codes Table** in **Part 4**.

Note: Agency users are able to view and validate carrier enrollee records marked with **Discrepancy Code 160**. Thus, the Validate function allows agency users to communicate with carriers about carrier enrollee records marked with **Discrepancy Code 160**. For a description of **Discrepancy Code 160**, see **Discrepancy Codes Table** in **Part 4**.

For information about viewing and reconciling payroll office enrollee records marked with **Discrepancy Code 163**, see:

Viewing A Payroll Office Enrollee Record Marked With Discrepancy Code 163

Reconciling A Payroll Office Enrollee Record Marked With Discrepancy Code 163

Viewing A Payroll Office Enrollee Record Marked With Discrepancy Code 163

The view function allows carrier users to view payroll office enrollee records marked with **Discrepancy Code 163**. For a description of **Discrepancy Code 163**, see Discrepancy Codes Table in **Part 4**.

To view a payroll office enrollee record marked with Discrepancy Code 163:

1. Click **[Payroll Office]** at the top of the CLER Main Menu (**Figure 1:2**). The Payroll Office Main Page (**Figure 2:1**) is displayed.

2. Click **[Enrollees]** at the top of the Payroll Office Main Page. The Payroll Office Enrollees page (**Figure 2:12**) is displayed.

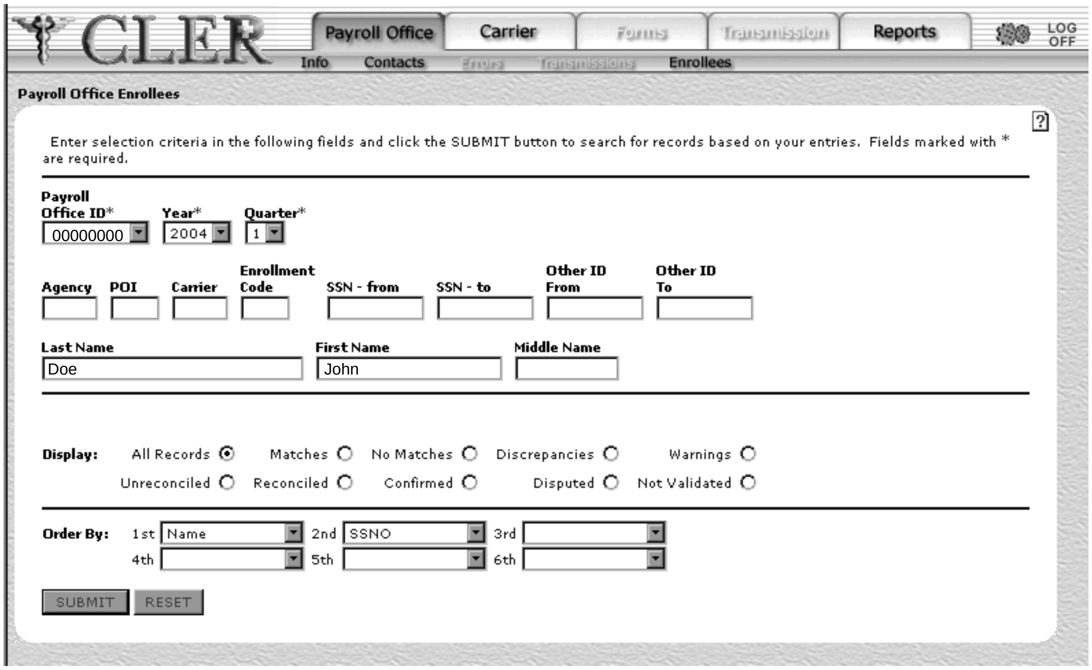


Figure 2:12. Payroll Office Enrollees Page

3. Complete the fields on the Payroll Office Enrollees page as indicated under Payroll Office Enrollees Page Field Instructions in **Part 3** and click **[Submit]**. The Payroll Office Enrollees Search Results page (**Figure 2:13**) is displayed showing the payroll office enrollee records. Only payroll office enrollee records marked with **Discrepancy Code 163** are displayed. For field descriptions, see Payroll Office Enrollees Search Results Page Field Descriptions in **Part 3**.

   Note: The Payroll Office Enrollees Search Results (Other ID) page (**Figure 2:14**) is displayed when **24900002**, **24900003**, or **160099XX** is entered in the Payroll Office ID field on the Payroll Office Enrollees page.

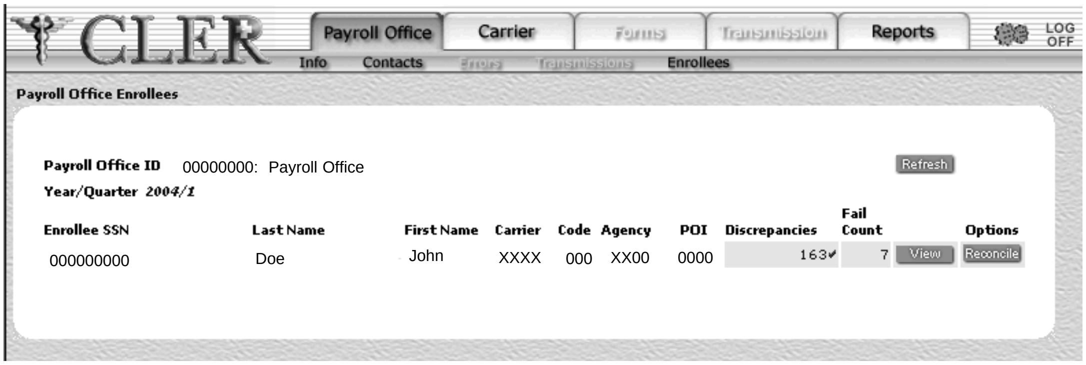


Figure 2:13. Payroll Office Enrollees Search Results Page

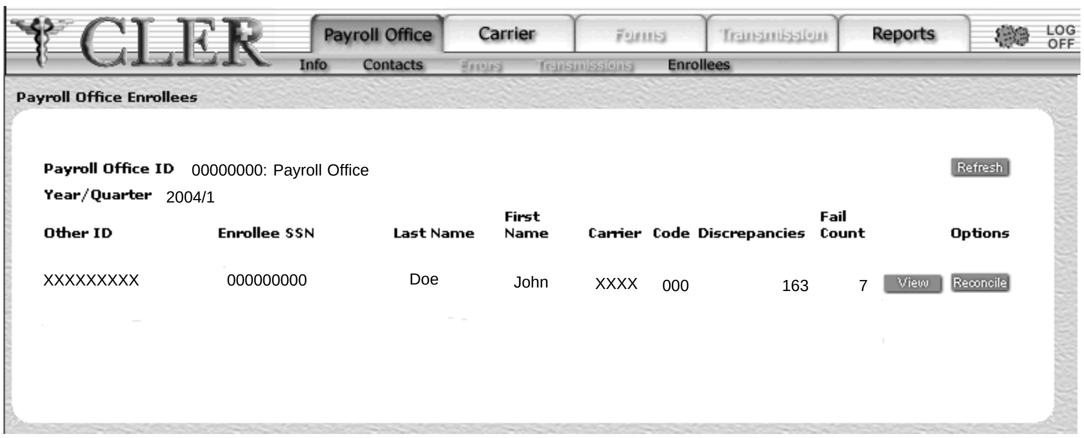


Figure 2:14. Payroll Office Enrollees Search Results (Other ID) Page

4. Click **[View]** next to the applicable record. The Payroll Office Enrollees View page (**Figure 2:15**) is displayed showing the selected payroll office enrollee record. For field descriptions, see **Payroll Office Enrollees View Page Field Descriptions** in **Part 3**.

   Note: To view another record, click your browser's Back button to return to the Payroll Office Enrollees Search Results page and click **[View]** next to the applicable record.

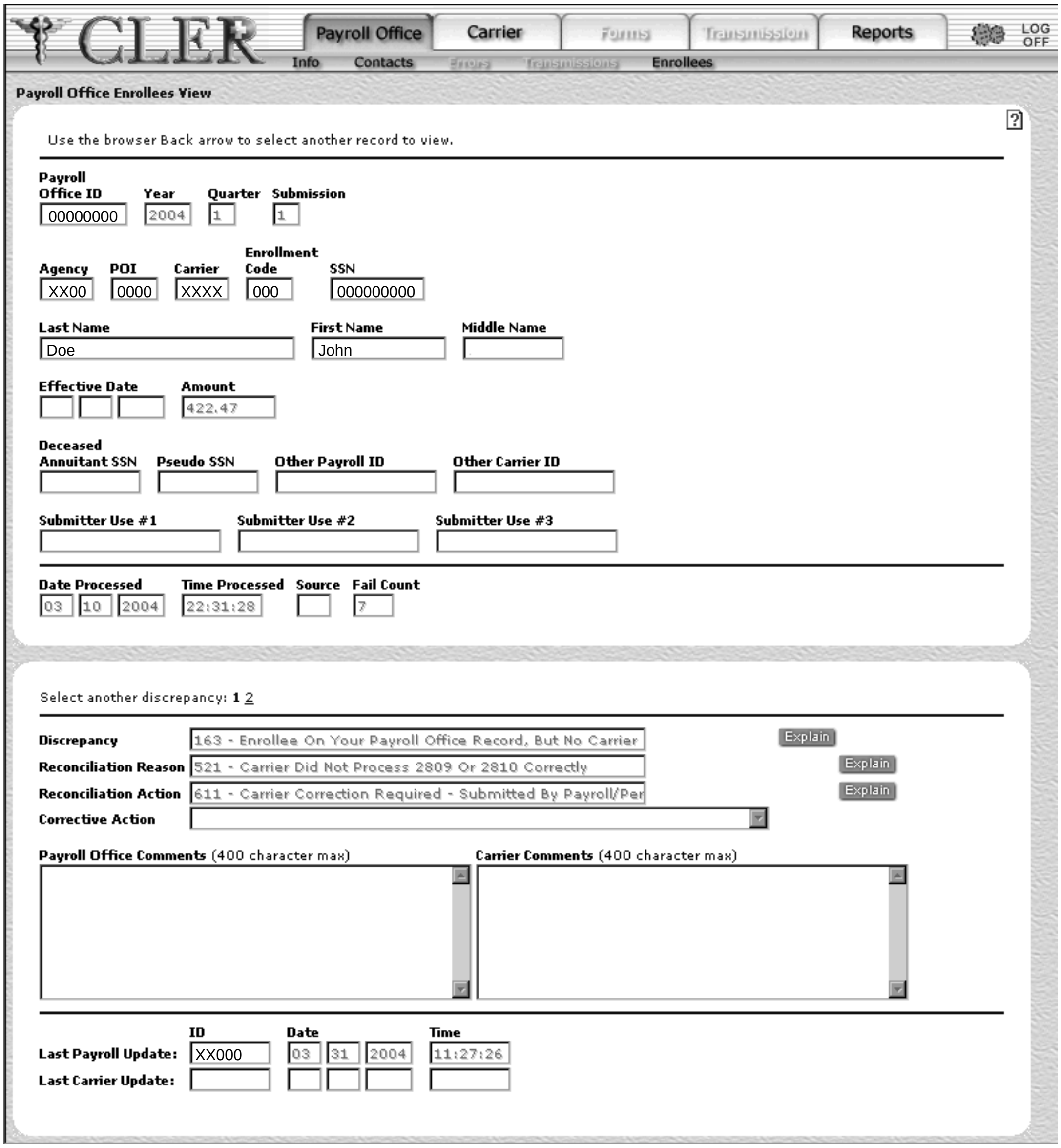


Figure 2:15. Payroll Office Enrollees View Page

Reconciling A Payroll Office Enrollee Record Marked With Discrepancy Code 163

The reconcile function allows carrier users to communicate with payroll offices about payroll office enrollee records marked with **Discrepancy Code 163**. For a description of **Discrepancy Code 163**, see **Discrepancy Codes Table** in **Part 4**.

To reconcile a payroll office enrollee record marked with Discrepancy Code 163:

1. Click **[Payroll Office]** at the top of the CLER Main Menu (**Figure 1:2**). The Payroll Office Main Page (**Figure 2:1**) is displayed.
2. Click **[Enrollees]** at the top of the Payroll Office Main Page. The Payroll Office Enrollees page (**Figure 2:12**) is displayed.

3. Complete the fields on the Payroll Office Enrollees page as indicated under **[Payroll Office Enrollees Page Field Instructions]** in **Part 3** and click **[Submit]**. The Payroll Office Enrollees Search Results page (**Figure 2:13**) is displayed showing the payroll office enrollee records. Only payroll office enrollee records marked with **Discrepancy Code 163** are displayed. For field descriptions, see **[Payroll Office Enrollees Search Results Page Field Descriptions]** in **Part 3**.

   Note: The Payroll Office Enrollees Search Results (Other ID) page (**Figure 2:14**) is displayed when **`24900002`**, **`24900003`**, or **`160099XX`** is entered in the Payroll Office ID field on the Payroll Office Enrollees page.

4. Click **[Reconcile]** next to the applicable record. The Carrier Enrollees Reconcile page (**Figure 2:16**) is displayed showing the selected payroll office enrollee record.

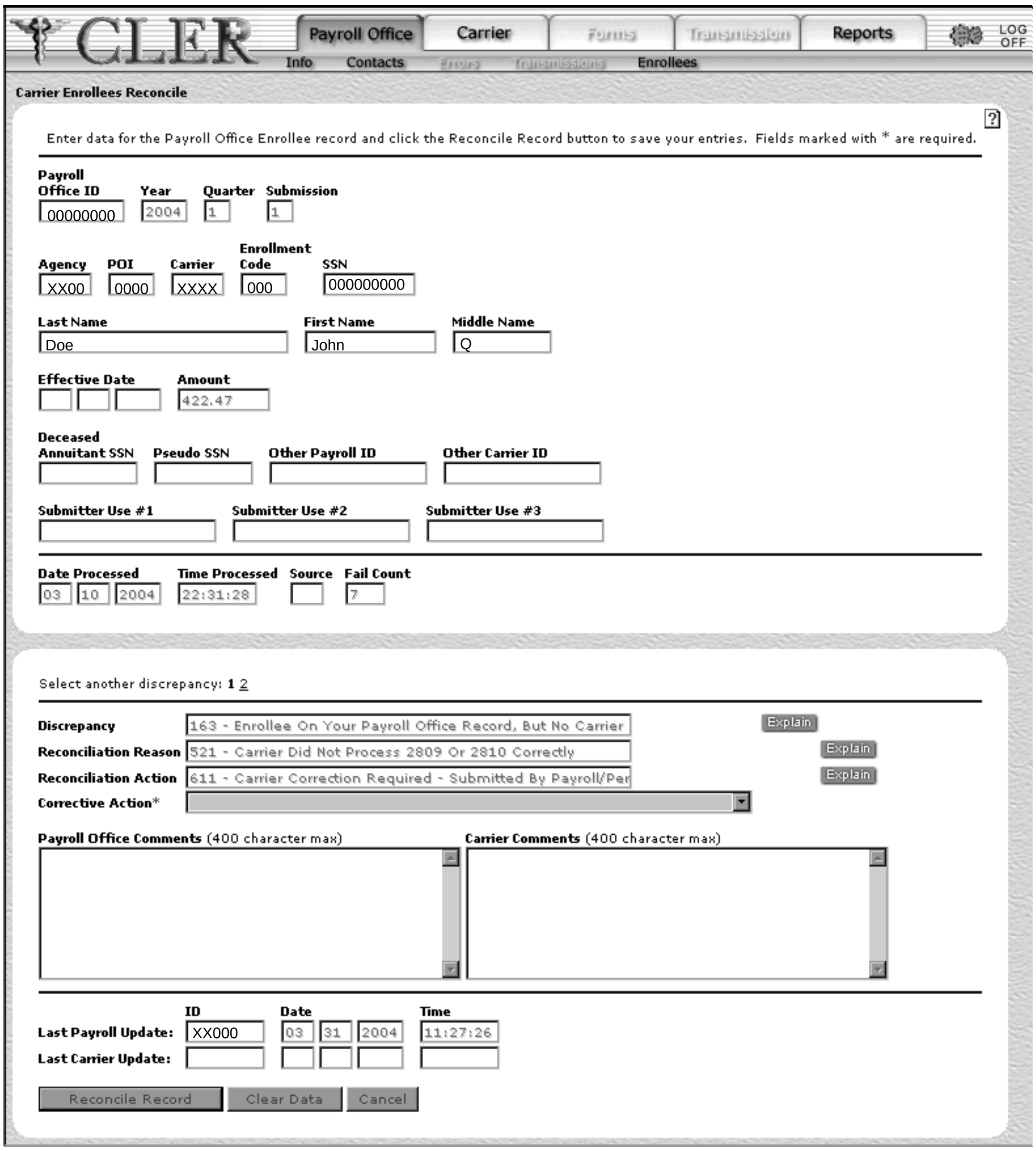


Figure 2:16. Carrier Enrollees Reconcile Page

5. Complete the fields on the Carrier Enrollees Reconcile page as indicated under **Carrier Enrollees Reconcile Page Field Instructions** in **Part 3**.

6. Click **[Reconcile Record]**. If no errors occur, a pop-up message is displayed to confirm the record has been reconciled.

7. Click **[OK]** to close the pop-up.

   Note: To reconcile another record, click **[Cancel]** to return to the Payroll Office Enrollees Search Results page and click **[Reconcile]** next to the applicable record.◀

Maintaining Carrier Records

The Carrier option allows users to view and maintain information about each carrier office. With proper access authority, new records may be added and current records may be updated or deleted.

This section presents more information under the following topics:

[Viewing Carrier Information Records]
[Viewing Carrier ID Records]
[Viewing Carrier Enrollment Code Records]
[Maintaining Carrier And Carrier Plan Contact Records]
[Viewing Carrier Error Records]
[Maintaining Carrier Transmission Records]
[Maintaining Carrier Enrollee Records]

Viewing Carrier Information Records

The Info option on the Carrier Main Page (**Figure 2:17**) allows users to view information about each carrier office.

To view a carrier information record:

1. Click **[Carrier]** at the top of the CLER Main Menu (**Figure 1:2**). The Carrier Main Page (**Figure 2:17**) is displayed.

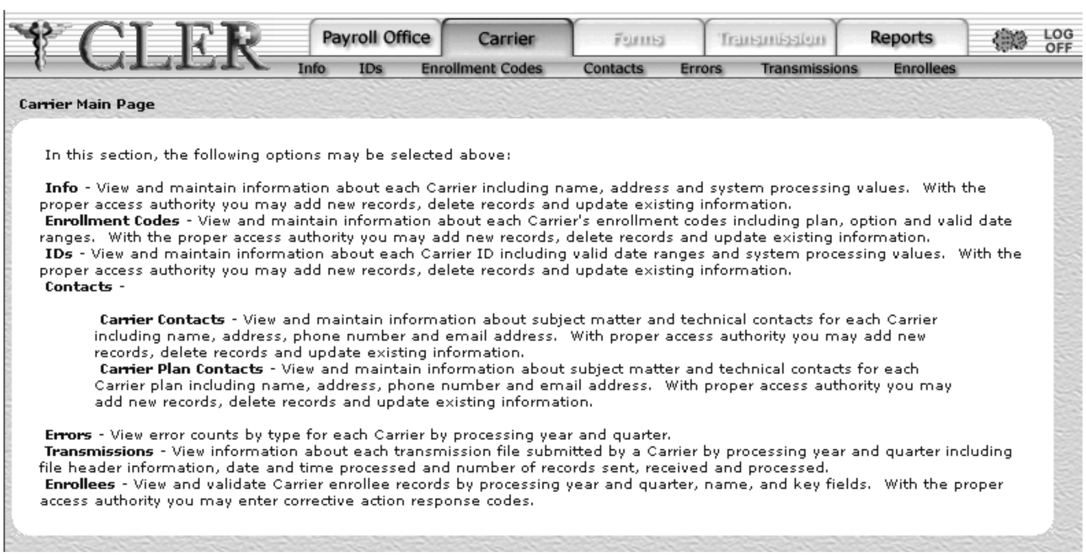


Figure 2:17. Carrier Main Page

2. Click **[Info]** at the top of the Carrier Main Page. The Carrier Information page (**Figure 2:18**) is displayed.

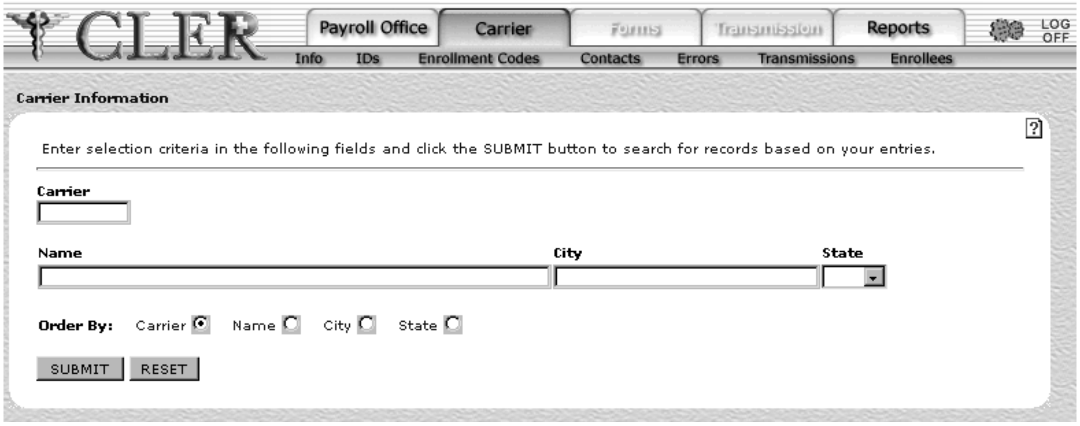


Figure 2:18. Carrier Information Page

3. Complete the fields on the Carrier Information page as indicated under **Carrier Information Page Field Instructions** in **Part 3** and click **[Submit]**. The Carrier Information Search Results page (**Figure 2:19**) is displayed. For field descriptions, see **Carrier Information Search Results Page Field Descriptions** in **Part 3**.

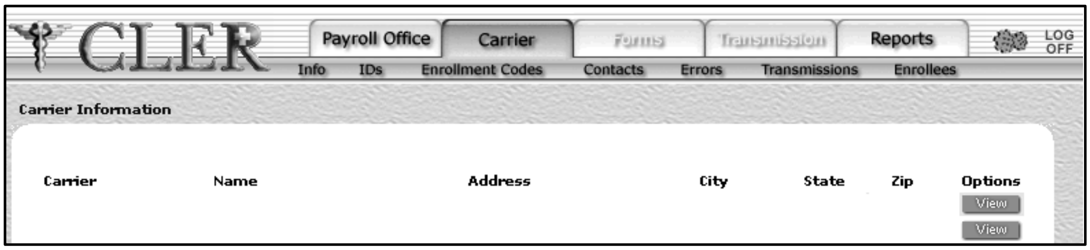


Figure 2:19. Carrier Information Search Results Page

4. Click **[View]** next to the applicable record. The Carrier Information View page (**Figure 2:20**) is displayed. For field descriptions, see **Carrier Information View Page Field Descriptions** in **Part 3**.

   Note: To view another record, click your browser's Back button to return to the Carrier Information Search Results page and click **[View]** next to the applicable record.

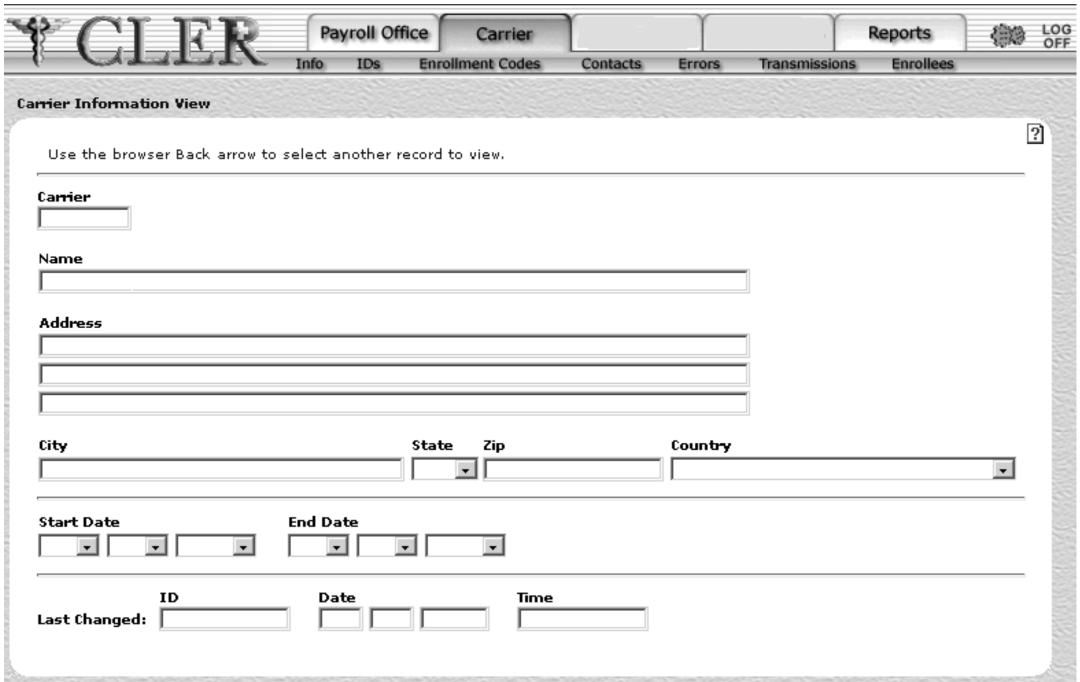


Figure 2:20. Carrier Information View Page

Viewing Carrier ID Records

The IDs option on the Carrier Main Page (**Figure 2:17**) allows users to view information about each carrier identification number. NFC's CLER Operations and Reconciliation Unit personnel assign a number for each carrier transmitting location.

To view a carrier ID record:

1. Click **[Carrier]** at the top of the CLER Main Menu (**Figure 1:2**). The Carrier Main Page (**Figure 2:17**) is displayed.
2. Click **[IDs]** at the top of the Carrier Main Page. The Carrier Identifiers page (**Figure 2:21**) is displayed.

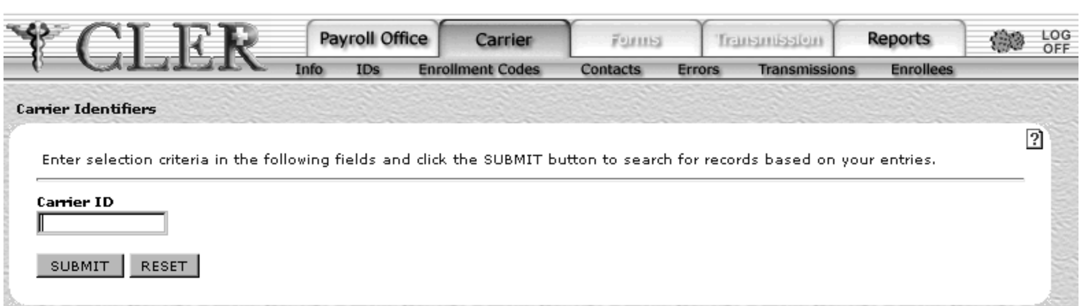


Figure 2:21. Carrier Identifiers Page

3. Complete the fields on the Carrier Identifiers page as indicated under **Carrier Identifiers Page Field Instructions** in **Part 3** and click **[Submit].** The Carrier Identifiers

Search Results page (**Figure 2:22**) is displayed. For field descriptions, see **Carrier Identifiers Search Results Page Field Descriptions** in **Part 3**.

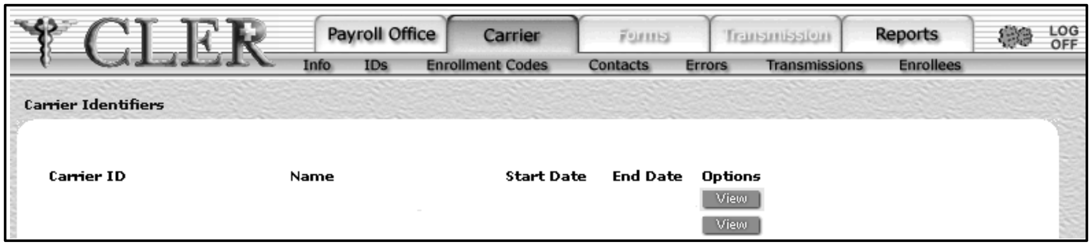


Figure 2:22. Carrier Identifiers Search Results Page

4. Click **[View]** next to the applicable record. The Carrier Identifiers View page (**Figure 2:23**) is displayed. For field descriptions, see **Carrier Identifiers View Page Field Descriptions** in **Part 3**.

   Note: To view another record, click your browser's Back button to return to the Carrier Identifiers Search Results page and click **[View]** next to the applicable record.

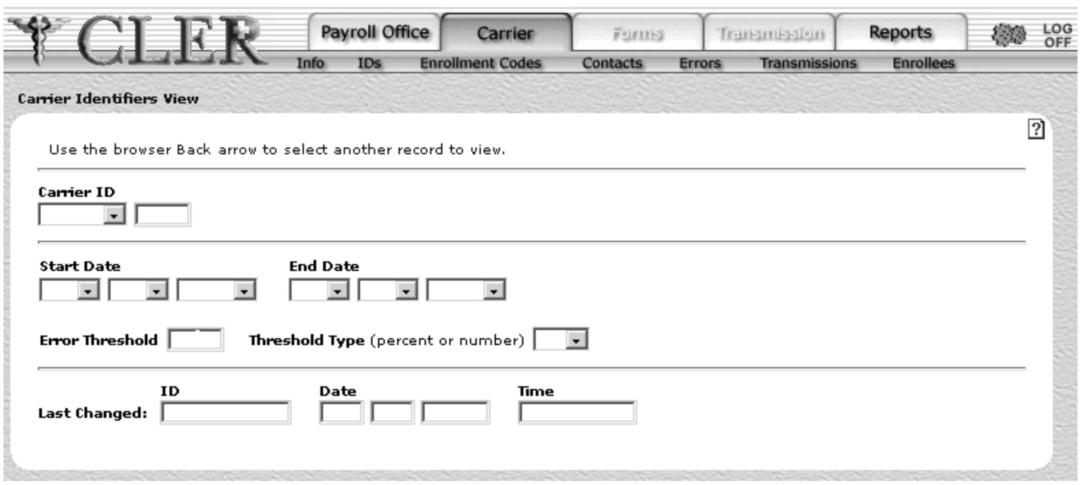


Figure 2:23. Carrier Identifiers View Page

Viewing Carrier Enrollment Code Records

The Enrollment Codes option on the Carrier Main Page (**Figure 2:17**) allows users to view information about each carrier's enrollment codes. This information includes plan, option, and valid date ranges.

To view a carrier enrollment code record:

1. Click **[Carrier]** at the top of the CLER Main Menu (**Figure 1:2**). The Carrier Main Page (**Figure 2:17**) is displayed.

2. Click **[Enrollment Codes]** at the top of the Carrier Main Page. The Carrier Enrollment Codes page (**Figure 2:24**) is displayed.

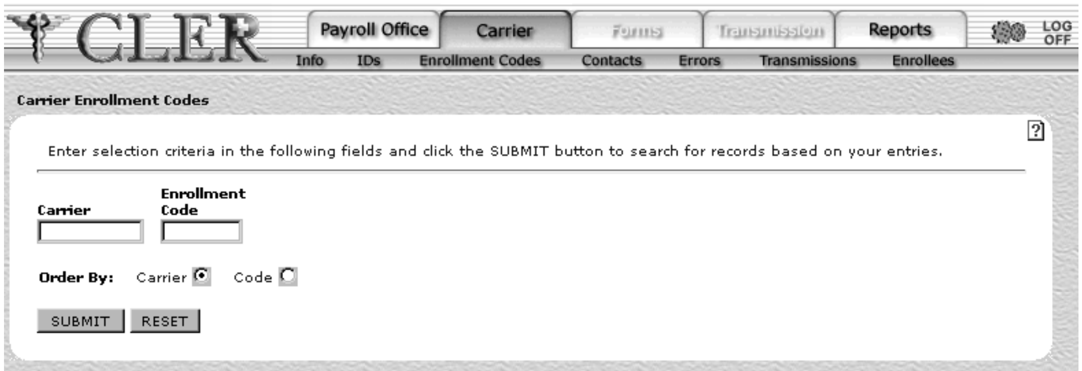


Figure 2:24. Carrier Enrollment Codes Page

3. Complete the fields on the Carrier Enrollment Codes page as indicated under [Carrier Enrollment Codes Page Field Instructions]() in **Part 3** and click **[Submit]**. The Carrier Enrollment Codes Search Results page (**Figure 2:25**) is displayed. For field descriptions, see [Carrier Enrollment Codes Search Results Page Field Descriptions]() in **Part 3**.

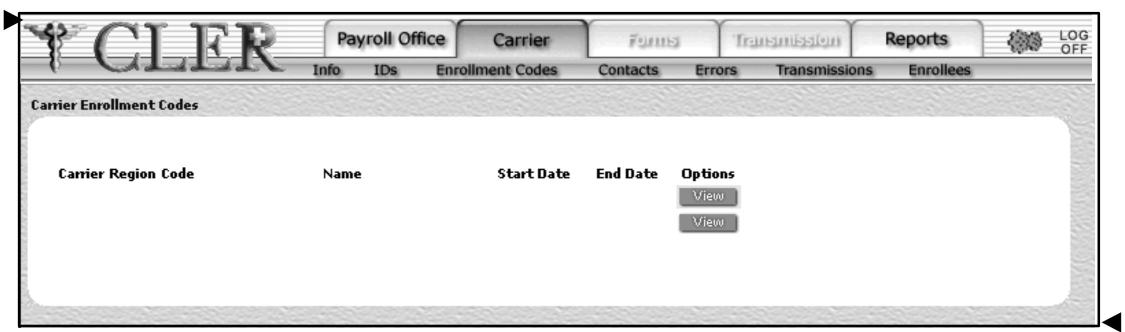


Figure 2:25. Carrier Enrollment Codes Search Results Page

4. Click **[View]** next to the applicable record. The Carrier Enrollment Codes View page (**Figure 2:26**) is displayed. For field descriptions, see [Carrier Enrollment Codes View Page Field Descriptions]() in **Part 3**.

   Note: To view another record, click you browser’s Back button to return to the Carrier Enrollment Codes Search Results page and click **[View]** next to the applicable record.

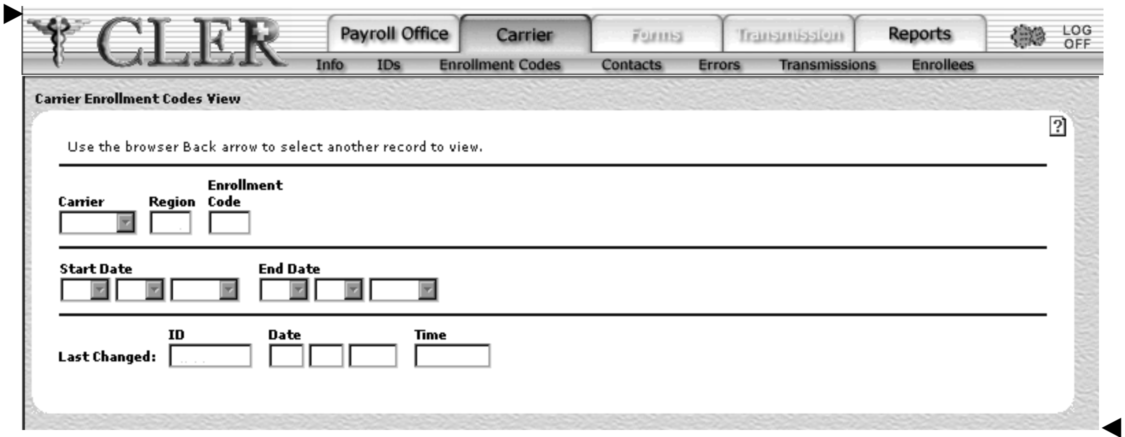


Figure 2:26. Carrier Enrollment Codes View Page

Maintaining Carrier And Carrier Plan Contact Records

The Contacts option on the Carrier Main Page (**Figure 2:17**) allows users to view and maintain information about subject matter and technical contacts for each carrier. With proper access authority, new records may be added and current records may be updated.

For more information, see:

[Adding A Carrier Contact Record]
[Adding A Carrier Plan Contact Record]
[Viewing A Carrier Contact Record]
[Viewing A Carrier Plan Contact Record]
[Activating Or Inactivating Carrier Contact Records]
[Activating Or Inactivating Carrier Plan Contact Records]
[Updating A Carrier Contact Record]
[Updating A Carrier Plan Contact Record]

Adding A Carrier Contact Record

The Add function allows users to add carrier contact records.

To add a carrier contact record:

1. Click **[Carrier]** at the top of the CLER Main Menu (**Figure 1:2**). The Carrier Main Page (**Figure 2:17**) is displayed.

2. Click **[Contacts]** at the top of the Carrier Main Page. The Contacts Main Page (**Figure 2:27**) is displayed with the Carrier Contacts and Carrier Plan Contacts options.

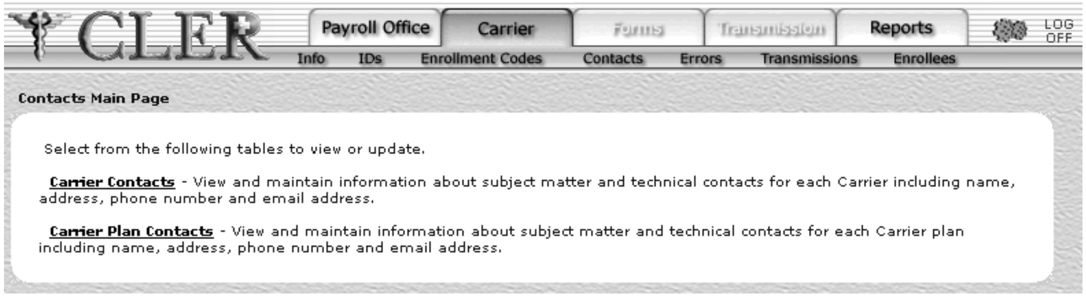


Figure 2:27. Contacts Main Page

3. Click **[Carrier Contacts]** to display the Carrier Contacts page (**Figure 2:28**).

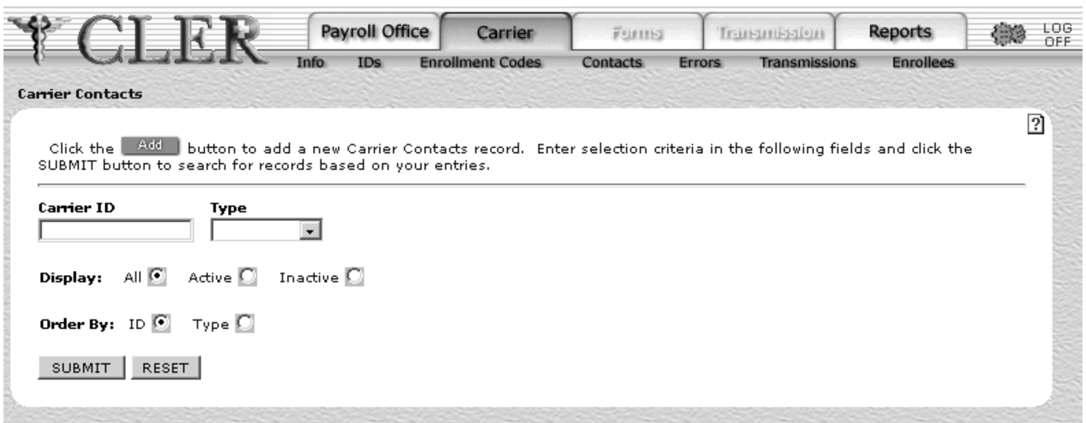


Figure 2:28. Carrier Contacts Page

4. Click **[Add]** on the Carrier Contacts page to display the Carrier Contacts Add page (**Figure 2:29**).

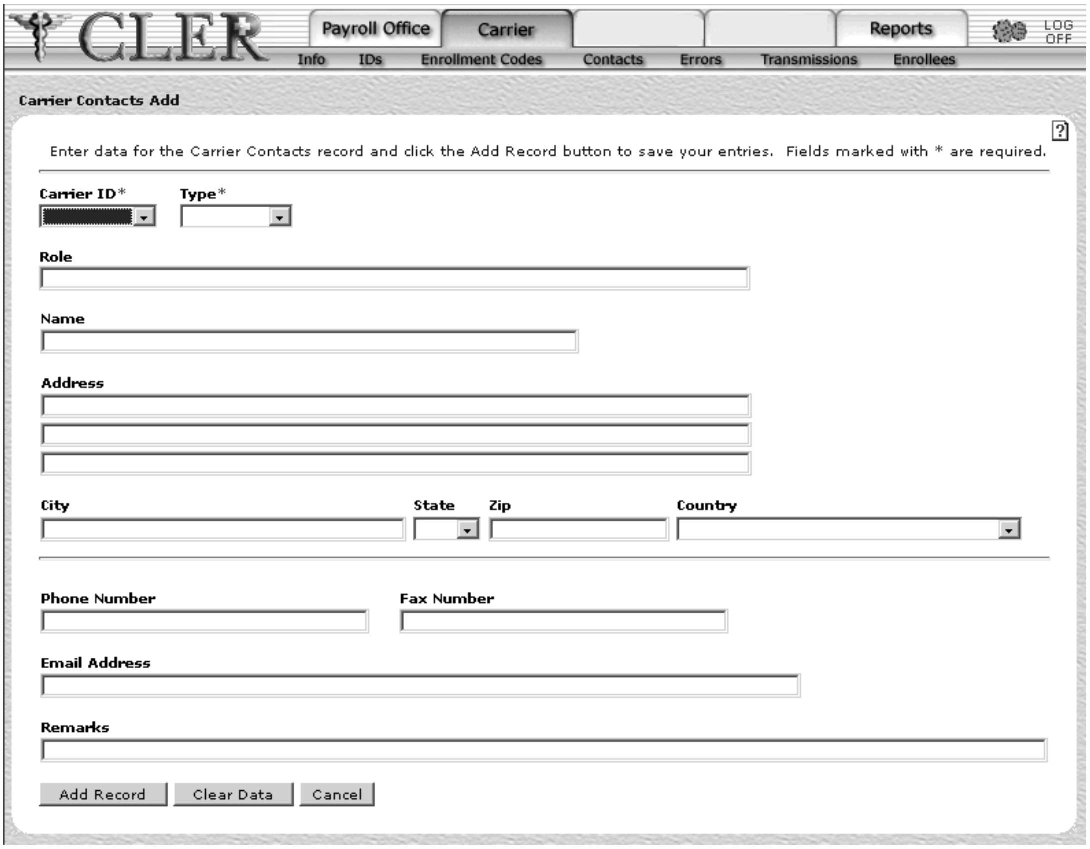


Figure 2:29. Carrier Contacts Add Page

5. Complete the fields on the Carrier Contacts Add page as indicated under **Carrier Contacts Add Page Field Instructions** in **Part 3**.

6. Click **[Add Record]**. If no errors occur, a pop-up message is displayed to confirm the record has been added.

7. Click **[OK]** to close the pop-up.

   Note: To add another record, click **[Cancel]** to refresh the Carrier Contacts Add page and complete the fields for the new record.

Adding A Carrier Plan Contact Record

The Add function allows users to add carrier plan contact records.

To add a carrier plan contact record:

1. Click **[Carrier]** at the top of the CLER Main Menu (**Figure 1:2**). The Carrier Main Page (**Figure 2:17**) is displayed.

2. Click **[Contacts]** at the top of the Carrier Main Page. The Contacts Main Page (**Figure 2:27**) is displayed with the Carrier Contacts and Carrier Plan Contacts options.

3. Click **[Carrier Plan Contacts]** to display the Carrier Plan Contacts page (**Figure 2:30**).

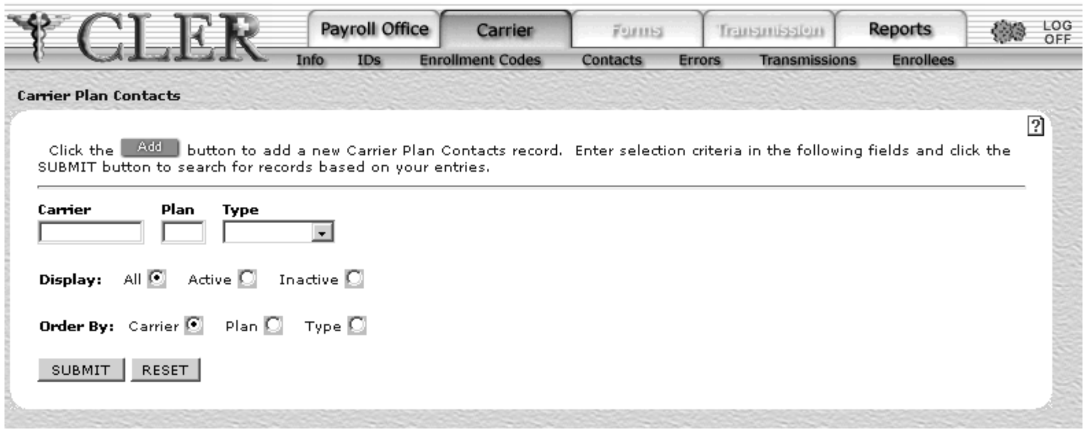


Figure 2:30. Carrier Plan Contacts Page

4. Click **[Add]** on the Carrier Plan Contacts page to display the Carrier Plan Contacts Add page (**Figure 2:31**).

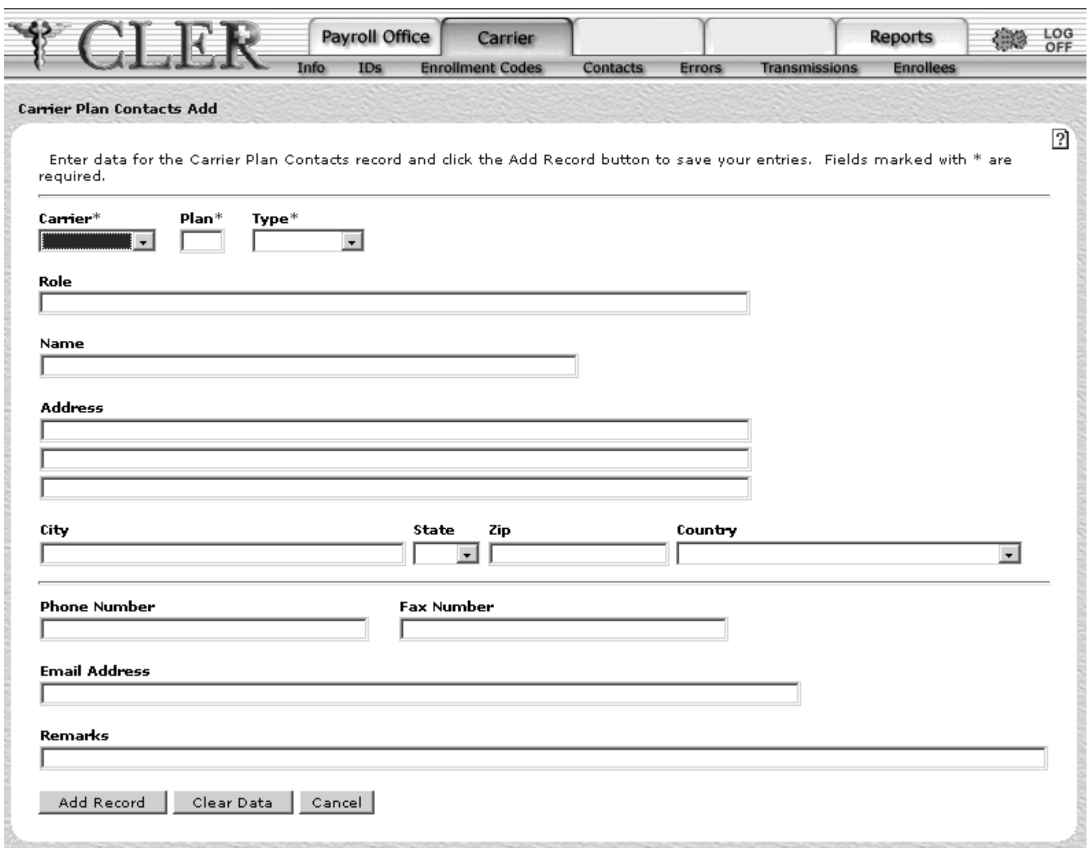


Figure 2:31. Carrier Plan Contacts Add Page

5. Complete the fields on the Carrier Plan Contacts Add page as indicated under **Carrier Plan Contacts Add Page Field Instructions** in **Part 3**.

6. Click **[Add Record]**. If no errors occur, a pop-up message is displayed to confirm the record has been added.

7. Click **[OK]** to close the pop-up.

   Note: To add another record, click **[Cancel]** to refresh the Carrier Plan Contacts Add page and complete the fields for the new record.

Viewing A Carrier Contact Record

The View function allows users to view carrier contact records.

To view a carrier contact record:

1. Click **[Carrier]** at the top of the CLER Main Menu (**Figure 1:2**). The Carrier Main Page (**Figure 2:17**) is displayed.

2. Click **[Contacts]** at the top of the Carrier Main Page. The Contacts Main Page (**Figure 2:27**) is displayed with the Carrier Contacts and Carrier Plan Contacts options.

3. Click **[Carrier Contacts]** to display the Carrier Contacts page (**Figure 2:28**).

4. Complete the fields on the Carrier Contacts page as indicated under **Carrier Contacts Page Field Instructions** in **Part 3** and click **[Submit]**. The Carrier Contacts Search Results page (**Figure 2:32**) is displayed. For field descriptions, see **Carrier Contacts Search Results Page Field Descriptions** in **Part 3**.

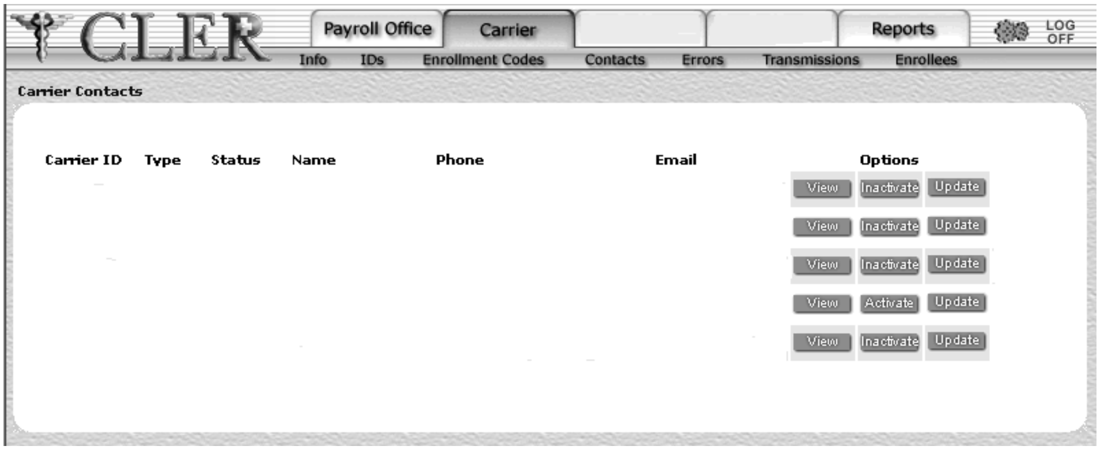


Figure 2:32. Carrier Contacts Search Results Page

5. Click **[View]** next to the applicable record. The Carrier Contacts View page (**Figure 2:33**) is displayed. For field descriptions, see **Carrier Contacts View Page Field Descriptions** in **Part 3**.

   Note: To view another record, click your browser's Back button to return to the Carrier Contacts Search Results page and click **[View]** next to the applicable record.

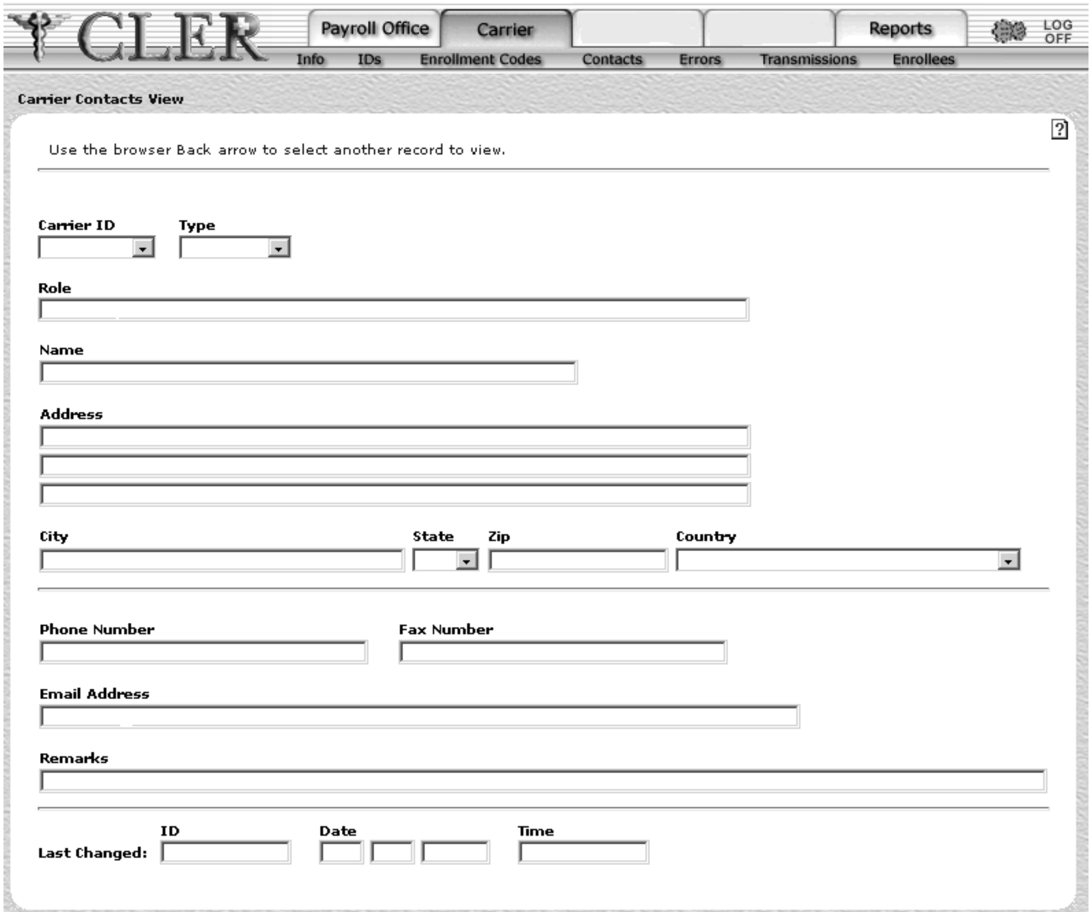


Figure 2:33. Carrier Contacts View Page

Viewing A Carrier Plan Contact Record

The View function allows users to view carrier plan contact records.

To view a carrier plan contact record:

1. Click **[Carrier]** at the top of the CLER Main Menu (**Figure 1:2**). The Carrier Main Page (**Figure 2:17**) is displayed.

2. Click **[Contacts]** at the top of the Carrier Main Page. The Contacts Main Page (**Figure 2:27**) is displayed with the Carrier Contacts and Carrier Plan Contacts options.

3. Click **[Carrier Plan Contacts]** to display the Carrier Plan Contacts page (**Figure 2:30**).

4. Complete the fields on the Carrier Plan Contacts page as indicated under **Carrier Plan Contacts Page Field Instructions** in **Part 3** and click **[Submit]**. The Carrier Plan Contacts Search Results page (**Figure 2:34**) is displayed. For field descriptions, see **Carrier Plan Contacts Search Results Page Field Descriptions** in **Part 3**.

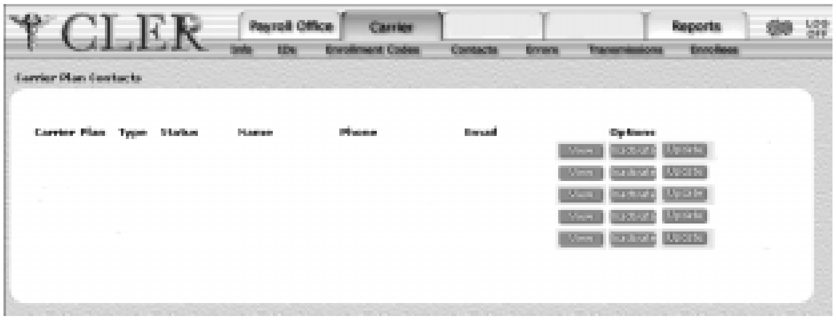


Figure 2:34. Carrier Plan Contacts Search Results Page

5. Click **[View]** next to the applicable record. The Carrier Plan Contacts View page (**Figure 2:35**) is displayed. For field descriptions, see **Carrier Plan Contacts View Page Field Descriptions** in **Part 3**.

   Note: To view another record, click your browser's Back button to return to the Carrier Plan Contacts Search Results page and click **[View]** next to the applicable record.

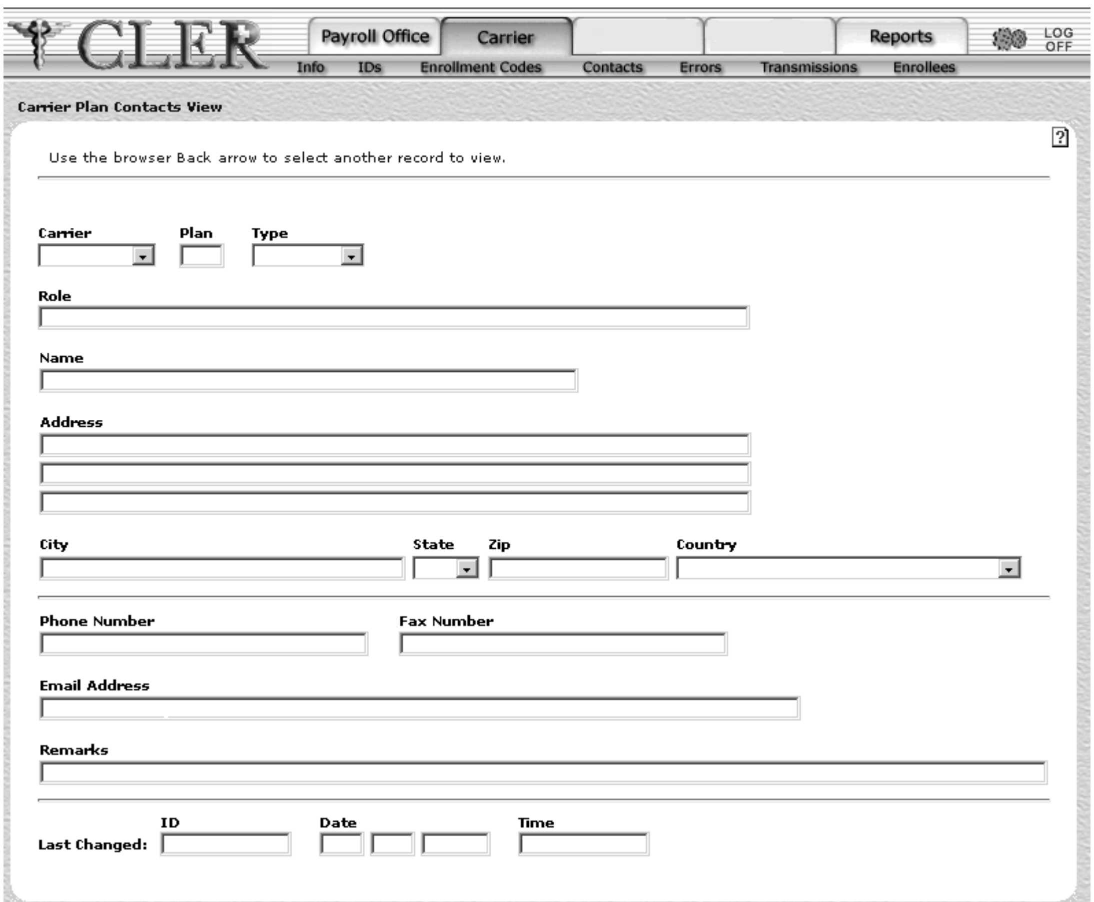


Figure 2:35. Carrier Plan Contacts View Page

Activating Or Inactivating A Carrier Contact Record

The Activate/Inactivate function allows users to activate and inactivate carrier contact records.

To activate or inactivate a carrier contact record:

1. Click **[Carrier]** at the top of the CLER Main Menu (**Figure 1:2**). The Carrier Main Page (**Figure 2:17**) is displayed.
2. Click **[Contacts]** at the top of the Carrier Main Page. The Contacts Main Page (**Figure 2:27**) is displayed with the Carrier Contacts and Carrier Plan Contacts options.
3. Click **[Carrier Contacts]** to display the Carrier Contacts page (**Figure 2:28**).
4. Complete the fields on the Carrier Contacts page as indicated under **Carrier Contacts Page Field Instructions** in **Part 3** and click **[Submit]**. The Carrier Contacts Search Results page (**Figure 2:32**) is displayed. For field descriptions, see **Carrier Contacts Search Results Page Field Descriptions** in **Part 3**.

   Note: The Inactivate button is displayed next to records that have been activated, and the Activate button is displayed next to records that have been inactivated.
5. Click **[Activate]** to activate an inactivated record. A pop-up message is displayed to confirm the record has been activated.
6. Click **[OK]** to close the pop-up.
7. Click **[Inactivate]** to inactivate an activated record. A pop-up message is displayed to confirm the record has been inactivated.
8. Click **[OK]** to close the pop-up.

Activating Or Inactivating A Carrier Plan Contact Record

The Activate/Inactivate function allows users to activate and inactivate carrier plan contact records.

To activate or inactivate a carrier plan contact record:

1. Click **[Carrier]** at the top of the CLER Main Menu (**Figure 1:2**). The Carrier Main Page (**Figure 2:17**) is displayed.
2. Click **[Contacts]** at the top of the Carrier Main Page. The Contacts Main Page (**Figure 2:27**) is displayed with the Carrier Contacts and Carrier Plan Contacts options.
3. Click **[Carrier Plan Contacts]** to display the Carrier Plan Contacts page (**Figure 2:30**).
4. Complete the fields on the Carrier Plan Contacts page as indicated under **Carrier Plan Contacts Page Field Instructions** in **Part 3** and click **[Submit]**. The Carrier Plan Contacts Search Results page (**Figure 2:34**) is displayed. For field descriptions, see **Carrier Plan Contacts Search Results Page Field Descriptions** in **Part 3**.

   Note: The Inactivate button is displayed next to records that have been activated, and the Activate button is displayed next to records that have been inactivated.

5. Click **[Activate]** to activate an inactivated record. A pop-up message is displayed to confirm the record has been activated.
6. Click **[OK]** to close the pop-up.
7. Click **[Inactivate]** to inactivate an activated record. A pop-up message is displayed to confirm the record has been inactivated.
8. Click **[OK]** to close the pop-up.

Updating A Carrier Contact Record

The Update function allows users to update carrier contact records.

1. Click **[Carrier]** at the top of the CLER Main Menu (**Figure 1:2**). The Carrier Main Page (**Figure 2:17**) is displayed.
2. Click **[Contacts]** at the top of the Carrier Main Page. The Contacts Main Page (**Figure 2:27**) is displayed with the Carrier Contacts and Carrier Plan Contacts options.
3. Click **[Carrier Contacts]** to display the Carrier Contacts page (**Figure 2:28**).
4. Complete the fields on the Carrier Contacts page as indicated under **Carrier Contacts Page Field Instructions** in **Part 3** and click **[Submit]**. The Carrier Contacts Search Results page (**Figure 2:32**) is displayed. For field descriptions, see **Carrier Contacts Search Results Page Field Descriptions** in **Part 3**.
5. Click **[Update]** next to the applicable record. The Carrier Contacts Update page (**Figure 2:36**) is displayed.

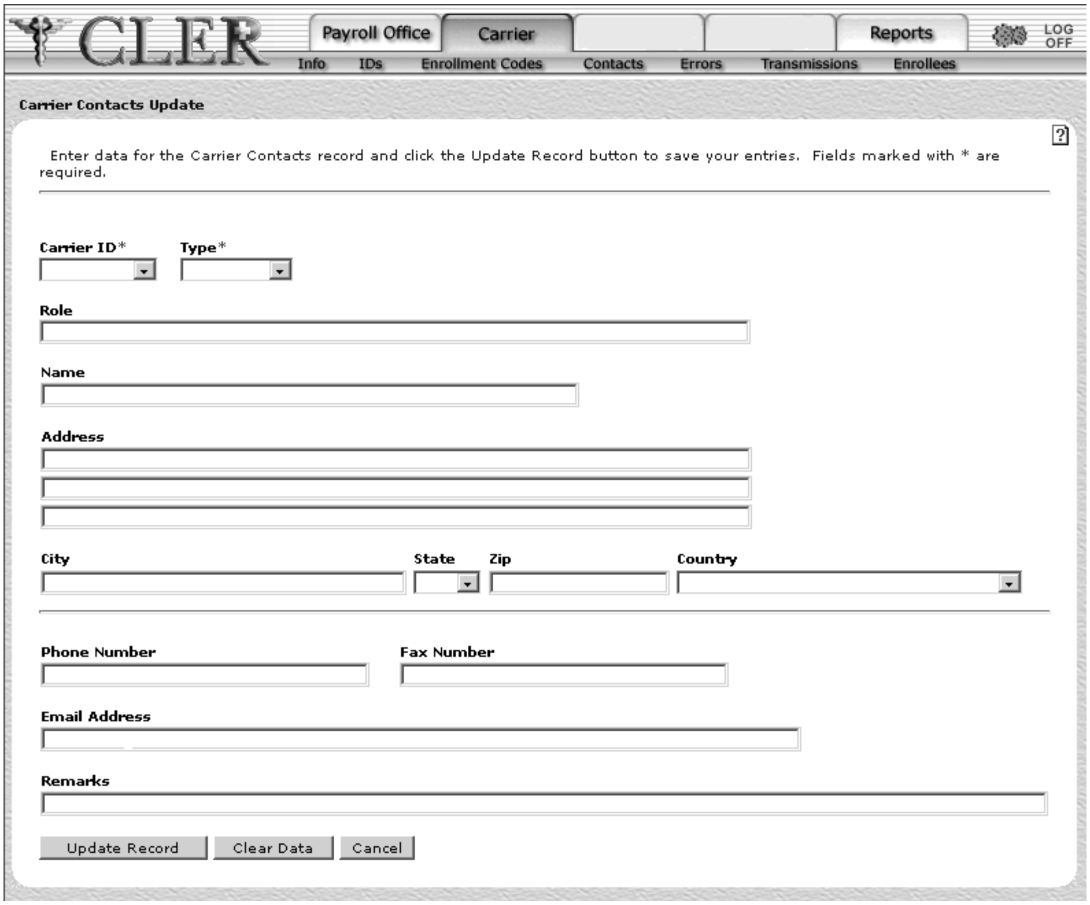


Figure 2:36. Carrier Contacts Update Page

6. Complete the applicable fields on the Carrier Contacts Update page as indicated under **Carrier Contacts Update Page Field Instructions** in **Part 3**.

7. Click **[Update Record]**. If no errors occur, a pop-up message is displayed to confirm the record has been updated.

8. Click **[OK]** to close the pop-up.

   Note: To update another record, click **[Cancel]** to return to the Carrier Contacts Search Results page and click **[Update]** next to the applicable record.

Updating A Carrier Plan Contact Record

The Update function allows users to update carrier plan contact records.

To update a carrier plan contact record:

1. Click **[Carrier]** at the top of the CLER Main Menu (**Figure 1:2**). The Carrier Main Page (**Figure 2:17**) is displayed.

2. Click **[Contacts]** at the top of the Carrier Main Page. The Contacts Main Page (**Figure 2:27**) is displayed with the Carrier Contacts and Carrier Plan Contacts options.

3. Click **[Carrier Plan Contacts]** to display the Carrier Plan Contacts page (**Figure 2:30**).

4. Complete the fields on the Carrier Plan Contacts page as indicated under **Carrier Plan Contacts Page Field Instructions** in **Part 3** and click **[Submit]**. The Carrier Plan Contacts Search Results page (**Figure 2:34**) is displayed. For field descriptions, see **Carrier Plan Contacts Search Results Page Field Descriptions** in **Part 3**.

5. Click **[Update]** next to the applicable record. The Carrier Plan Contacts Update page (**Figure 2:37**) is displayed.

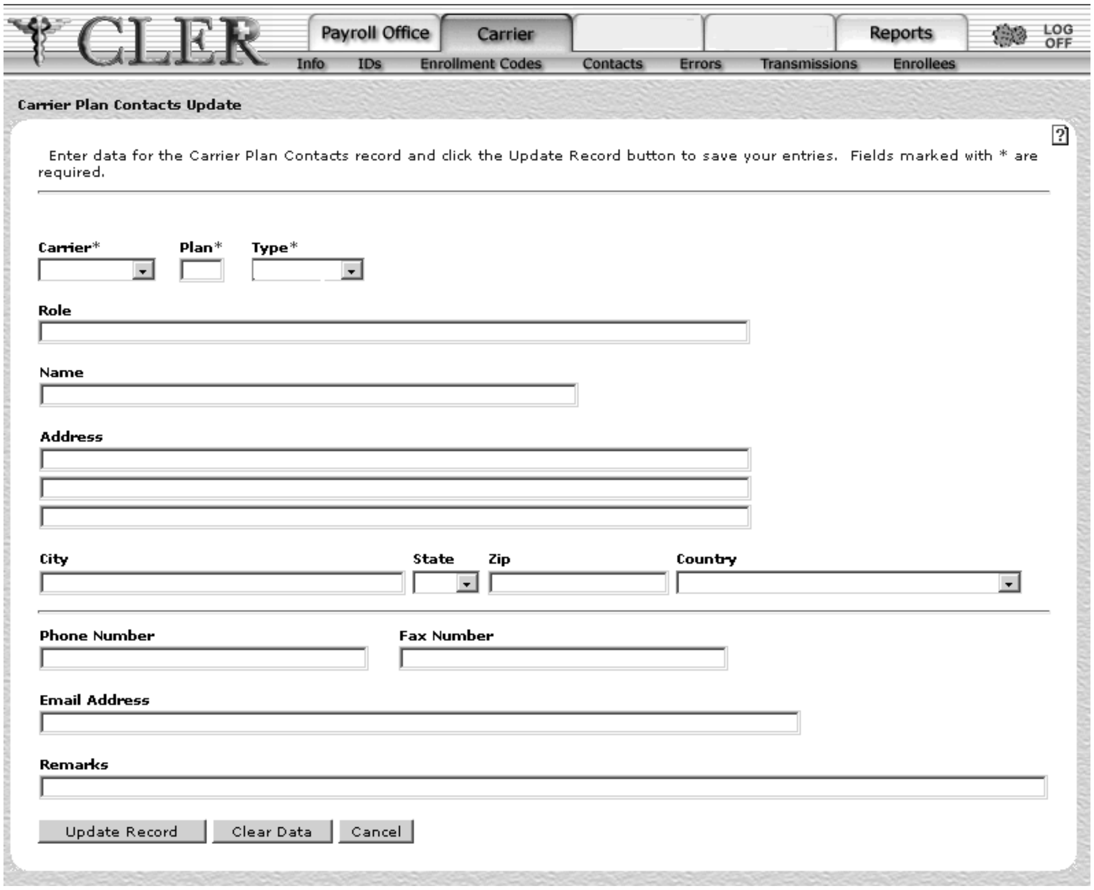


Figure 2:37. Carrier Plan Contacts Update Page

6. Complete the applicable fields on the Carrier Plan Contacts Update page as indicated under **Carrier Plan Contacts Update Page Field Instructions** in **Part 3**.

7. Click **[Update Record]**. If no errors occur, a pop-up message is displayed to confirm the record has been updated.

8. Click **[OK]** to close the pop-up.

   Note: To update another record, click **[Cancel]** to return to the Carrier Plan Contacts Search Results page and click **[Update]** next to the applicable record.

Viewing Carrier Error Records

The Errors option on the Carrier Main Page (**Figure 2:17**) allows users with the proper access authority to view error counts by type for each carrier by processing year and quarter.

To view a carrier error record:

1. Click **[Carrier]** at the top of the CLER Main Menu (**Figure 1:2**). The Carrier Main Page (**Figure 2:17**) is displayed.

2. Click **[Errors]** at the top of the Carrier Main Page. The Carrier Errors page (**Figure 2:38**) is displayed.

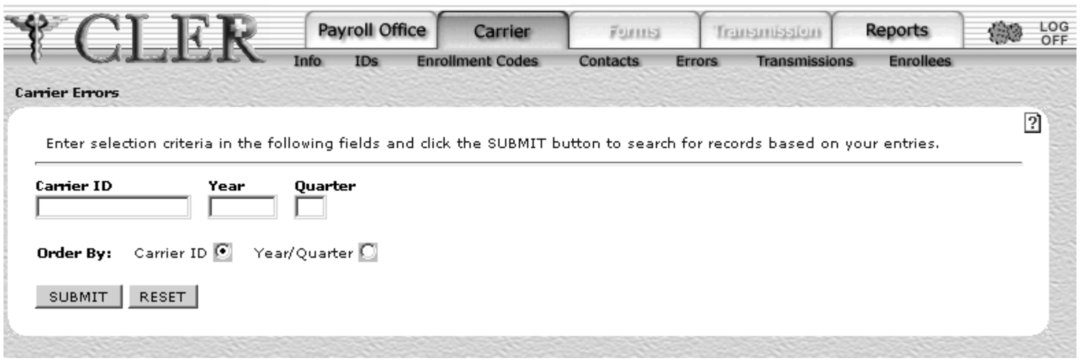


Figure 2:38. Carrier Errors Page

3. Complete the fields on the Carrier Errors page as indicated under **Carrier Errors Page Field Instructions** in **Part 3** and click **[Submit]**. The Carrier Errors Search Results page (**Figure 2:39**) is displayed. For field descriptions, see **Carrier Errors Search Results Page Field Descriptions** in **Part 3**.

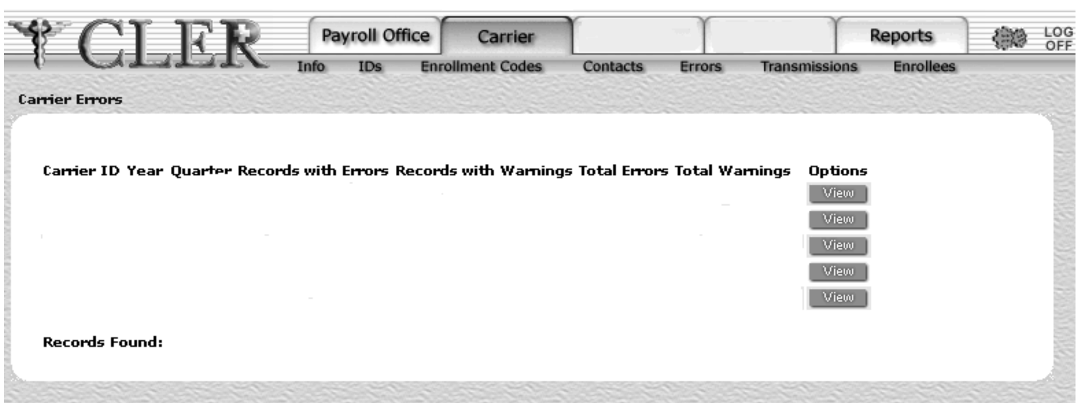


Figure 2:39. Carrier Errors Search Results Page

4. Click **[View]** next to the applicable record. The Carrier Errors View page (**Figure 2:40**) is displayed. For field descriptions, see **Carrier Errors View Page Field Descriptions** in **Part 3**.

   Note: To view another record, click your browser's Back button to return to the Carrier Errors Search Results page and click **[View]** next to the applicable record.

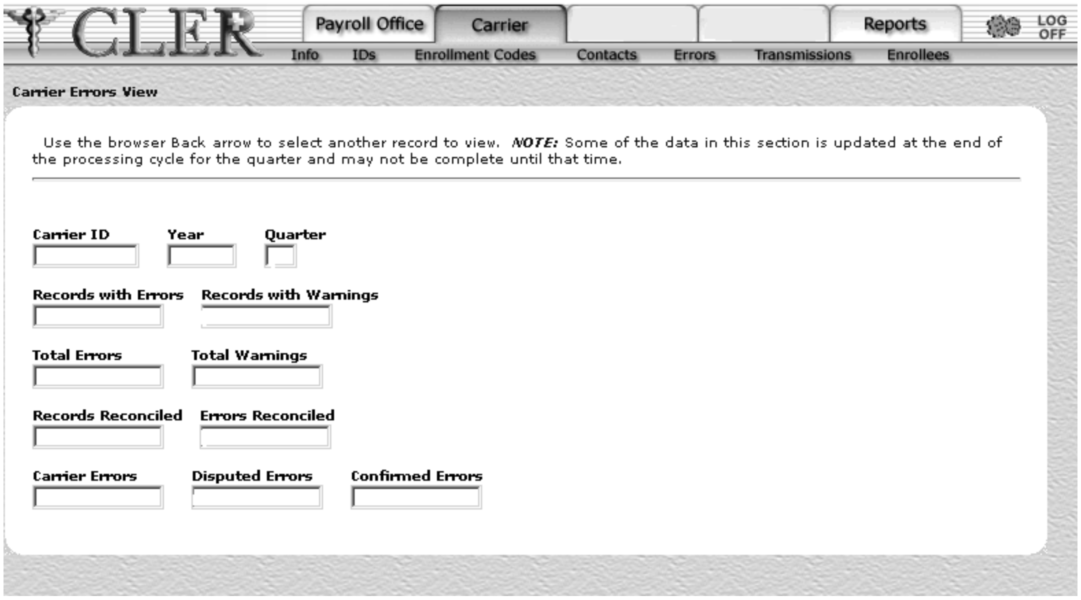


Figure 2:40. Carrier Errors View Page

Maintaining Carrier Transmission Records

The Transmissions option on the Carrier Main Page (**Figure 2:17**) allows users to view and maintain information about each transmission file submitted by a carrier by processing year and quarter.

For more information, see:

[Viewing A Carrier Transmission Record]

[Validating A Carrier Transmission Record]

Viewing A Carrier Transmission Record

The View function allows users to view carrier transmission records.

To view a carrier transmission record:

1. Click **[Carrier]** at the top of the CLER Main Menu (**Figure 1:2**). The Carrier Main Page (**Figure 2:17**) is displayed.

2. Click **[Transmissions]** at the top of the Carrier Main Page. The Carrier Transmissions page (**Figure 2:41**) is displayed.

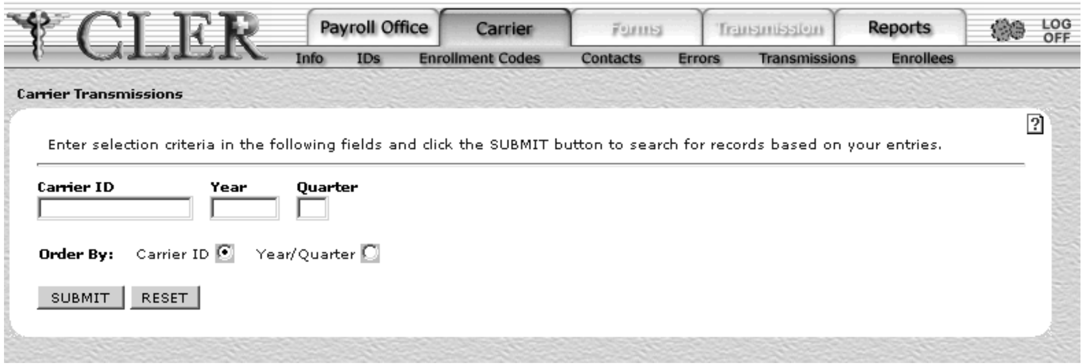


Figure 2:41. Carrier Transmissions Page

3. Complete the fields on the Carrier Transmissions page as indicated under **Carrier Transmissions Page Field Instructions** in **Part 3** and click **[Submit]**. The Carrier Transmissions Search Results page (**Figure 2:42**) is displayed. For field descriptions, see **Carrier Transmissions Search Results Page Field Descriptions** in **Part 3**.

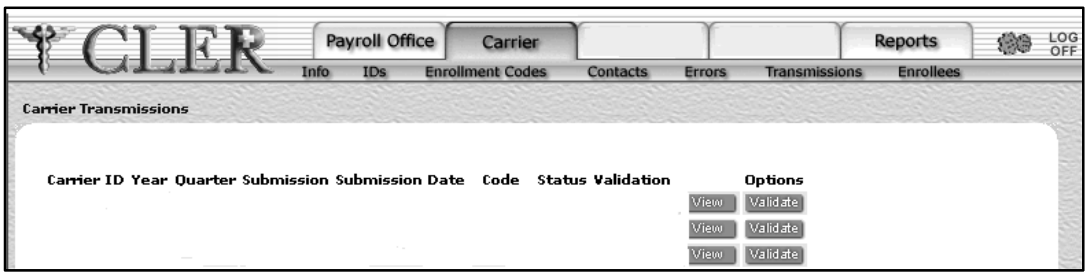


Figure 2:42. Carrier Transmissions Search Results Page

4. Click **[View]** next to the applicable record. The Carrier Transmissions View page (**Figure 2:43**) is displayed. For field descriptions, see **Carrier Transmissions View Page Field Descriptions** in **Part 3**.

   Note: To view another record, click your browser's Back button to return to the Carrier Transmissions Search Results page and click **[View]** next to the applicable record.

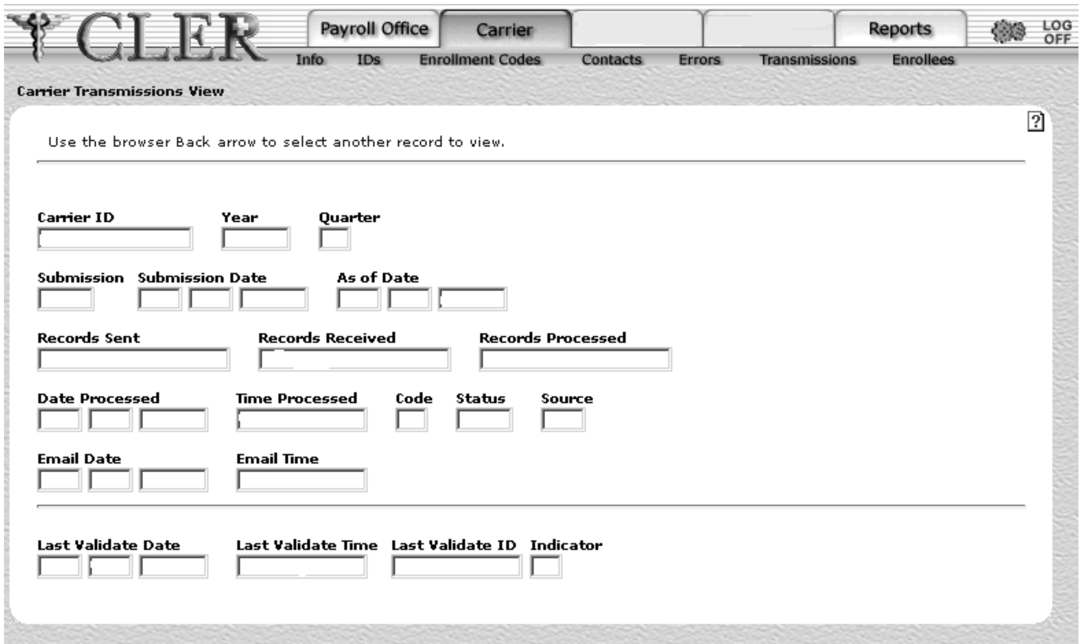


Figure 2:43. Carrier Transmissions View Page

Validating A Carrier Transmission Record

The Validate function allows users to confirm that the carrier agrees with all of the reconciliation reason and action codes entered by the payroll offices for the enrollee records in the selected transmission file. Entries the carrier makes to dispute the reconciliation of individual enrollee records, before or after using this option, will not be affected.

To validate a carrier transmission record:

1. Click **[Carrier]** at the top of the CLER Main Menu (**Figure 1:2**). The Carrier Main Page (**Figure 2:17**) is displayed.

2. Click **[Transmissions]** at the top of the Carrier Main Page. The Carrier Transmissions page (**Figure 2:41**) is displayed.

3. Complete the fields on the Carrier Transmissions page as indicated under **Carrier Transmissions Page Field Instructions** in **Part 3** and click **[Submit]**. The Carrier Transmissions Search Results page (**Figure 2:42**) is displayed. For field descriptions, see **Carrier Transmissions Search Results Page Field Descriptions** in **Part 3**.

   Note: The **[Validate]** button is displayed next to transmission files that have not been validated or whose validation has been cleared of all enrollee records that do not have individual validation entries. The **[Clr Valid]** button is displayed next to transmission files that have been validated.

4. Click **[Validate]** next to the applicable transmission file to validate all enrollee records in the transmission file that do not have individual validation entries. If no errors occur, a pop-up message is displayed to confirm the record has been validated.

5. Click **[OK]** to close the pop-up.

6. To clear the previous validation setting for the enrollee records in a transmission file, click **[Clr Valid]** next to the applicable transmission file. If no errors occur, a pop-up message is displayed to confirm the validated record has been cleared.

7. Click **[OK]** to close the pop-up.

Maintaining Carrier Enrollee Records

The Enrollees option on the Carrier Main Page (**Figure 2:17**) allows users to view and validate carrier enrollee records by processing year, quarter, name, and key fields. With the proper access authority, corrective action response codes may be entered.

For more information, see:

Viewing A Carrier Enrollee Record

Viewing A Matching Payroll Office Enrollee Record Or Duplicate Carrier Enrollee Record

Validating A Carrier Enrollee Record

Viewing A Carrier Enrollee Record

The View function allows users to view carrier enrollee records.

To view a carrier enrollee record:

1. Click **[Carrier]** at the top of the CLER Main Menu (**Figure 1:2**). The Carrier Main Page (**Figure 2:17**) is displayed.

2. Click **[Enrollees]** at the top of the Carrier Main Page. The Carrier Enrollees page (**Figure 2:44**) is displayed.

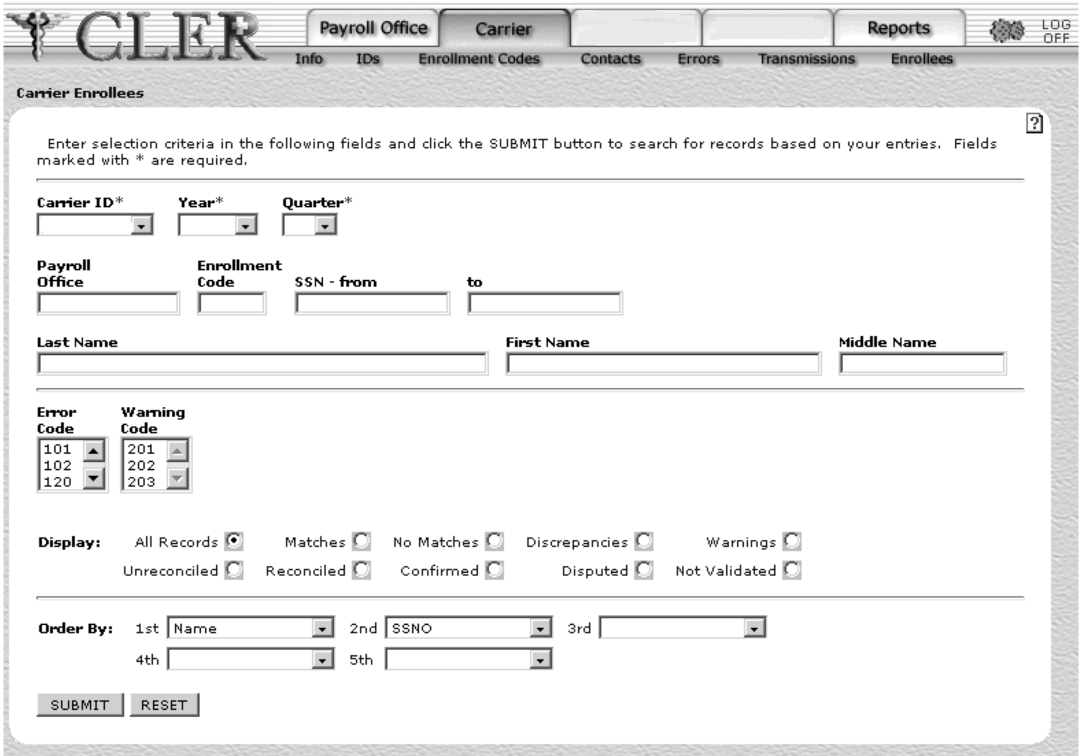


Figure 2:44. Carrier Enrollees Page

3. Complete the fields on the Carrier Enrollees page as indicated under **Carrier Enrollees Page Field Instructions** in **Part 3** and click **[Submit]**. The Carrier Enrollees Search Results page (**Figure 2:45**) is displayed. For field descriptions, see **Carrier Enrollees Search Results Page Field Descriptions** in **Part 3**.

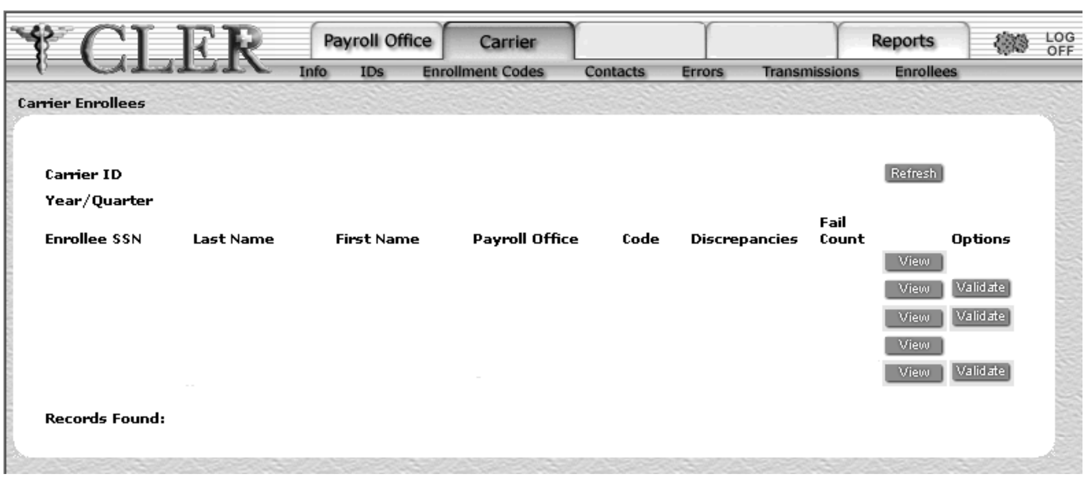


Figure 2:45. Carrier Enrollees Search Results Page

4. Click **[View]** next to the applicable record. The Carrier Enrollees View page (**Figure 2:46**) is displayed. For field descriptions, see **Carrier Enrollees View Page Field Descriptions** in **Part 3**.

   Note: To view another record, click your browser's Back button to return to the Carrier Enrollees Search Results page and click **[View]** next to the applicable record.

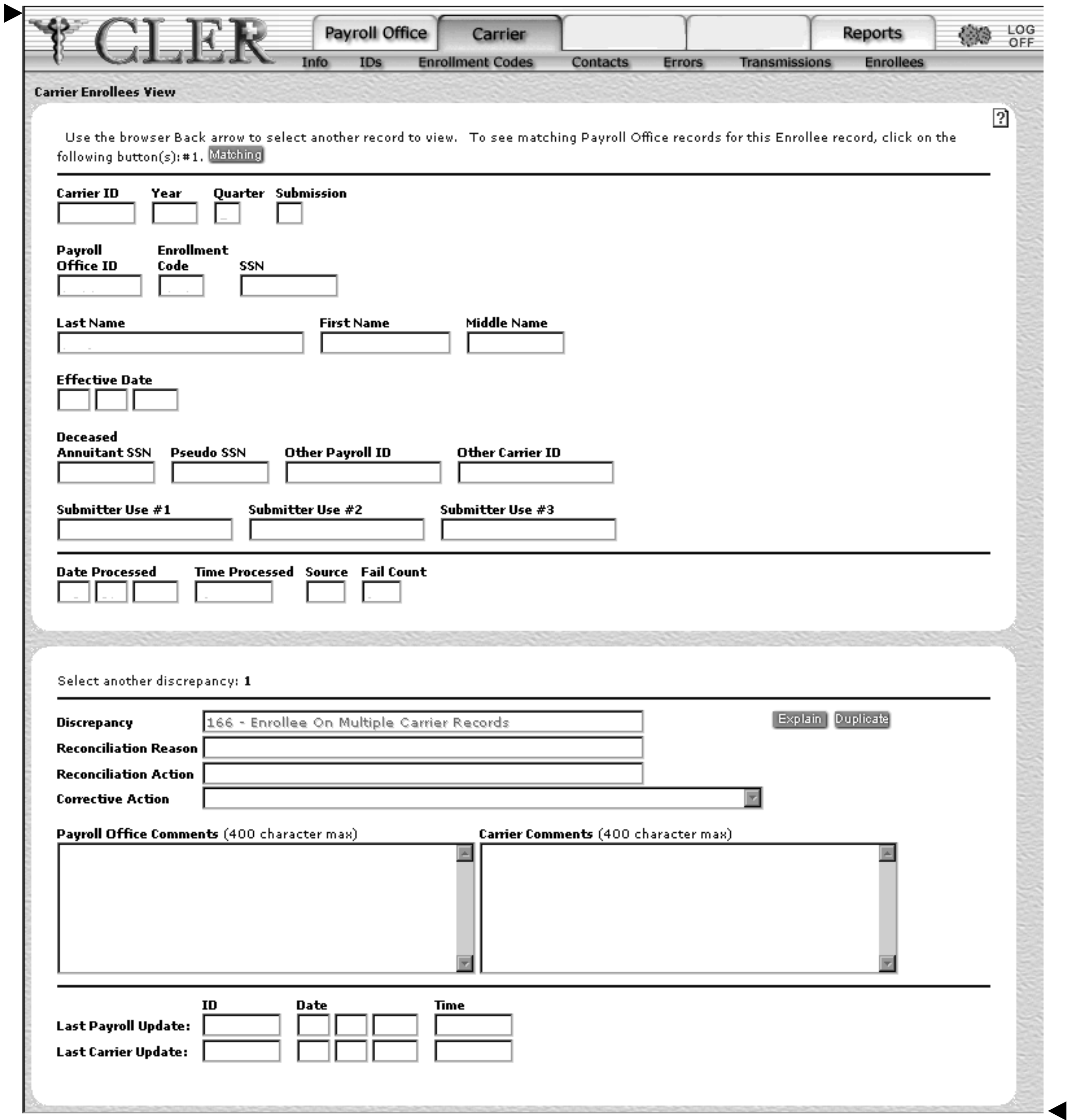


Figure 2:46. Carrier Enrollees View Page

Viewing A Matching Payroll Office Enrollee Record Or Duplicate Carrier Enrollee Record

The Matching button at the top of the Carrier Enrollees View page (**Figure 2:46**) allows users to view certain enrollee data from a payroll office enrollee record that matches a selected carrier enrollee record. Since there may be more than one matching payroll office enrollee record, a Matching button is displayed for each matching record. The Duplicate button next to the Discrepancy field on the Carrier Enrollees View page allows users to view data from another carrier enrollee record that was submitted for the same enrollee. The Matching and Duplicate functions facilitate the reconciliation process.

To view matching payroll office enrollee records or duplicate carrier enrollee records:

1. Click **[Carrier]** at the top of the CLER Main Menu (**Figure 1:2**). The Carrier Main Page (**Figure 2:17**) is displayed.

2. Click **[Enrollees]** at the top of the Carrier Main Page. The Carrier Enrollees page (**Figure 2:44**) is displayed.

3. Complete the fields on the Carrier Enrollees page as indicated under **Carrier Enrollees Page Field Instructions** in **Part 3** and click **[Submit]**. The Carrier Enrollees Search Results page (**Figure 2:45**) is displayed. For field descriptions, see **Carrier Enrollees Search Results Page Field Descriptions** in **Part 3**.

4. Click **[View]** next to the applicable record. The Carrier Enrollees View page (**Figure 2:46**) is displayed. For field descriptions, see **Carrier Enrollees View Page Field Descriptions** in **Part 3**.

5. Click **[Matching]** at the top of the Carrier Enrollees View page. The Payroll Office Enrollees View page (**Figure 2:47**) containing the data from the matching payroll office enrollee record is displayed. The data displayed on the Payroll Office Enrollees View page is limited to the payroll office identification number, carrier identifier, enrollment effective date, and the year and quarter the payroll office enrollee record was submitted. For field descriptions, see **Payroll Office Enrollees View Page Field Descriptions** in **Part 3**.

   Note: If the carrier enrollee record data displayed on the Carrier Enrollees View page (**Figure 2:46**) is matched with the data from another carrier enrollee record, **Discrepancy Code 166** is displayed in the Discrepancy field. When this discrepancy occurs, the Duplicate button is displayed next to the Discrepancy field. Click **[Duplicate]** to display the Carrier Enrollees View page (**Figure 2:48**) containing the data from the matching carrier enrollee record. The data displayed on the Carrier Enrollees View page is limited to the payroll office identification number, carrier identifier, enrollment effective date, and the year and quarter the carrier enrollee record was submitted. For field descriptions, see **Carrier Enrollees View Page Field Descriptions** in **Part 3**.

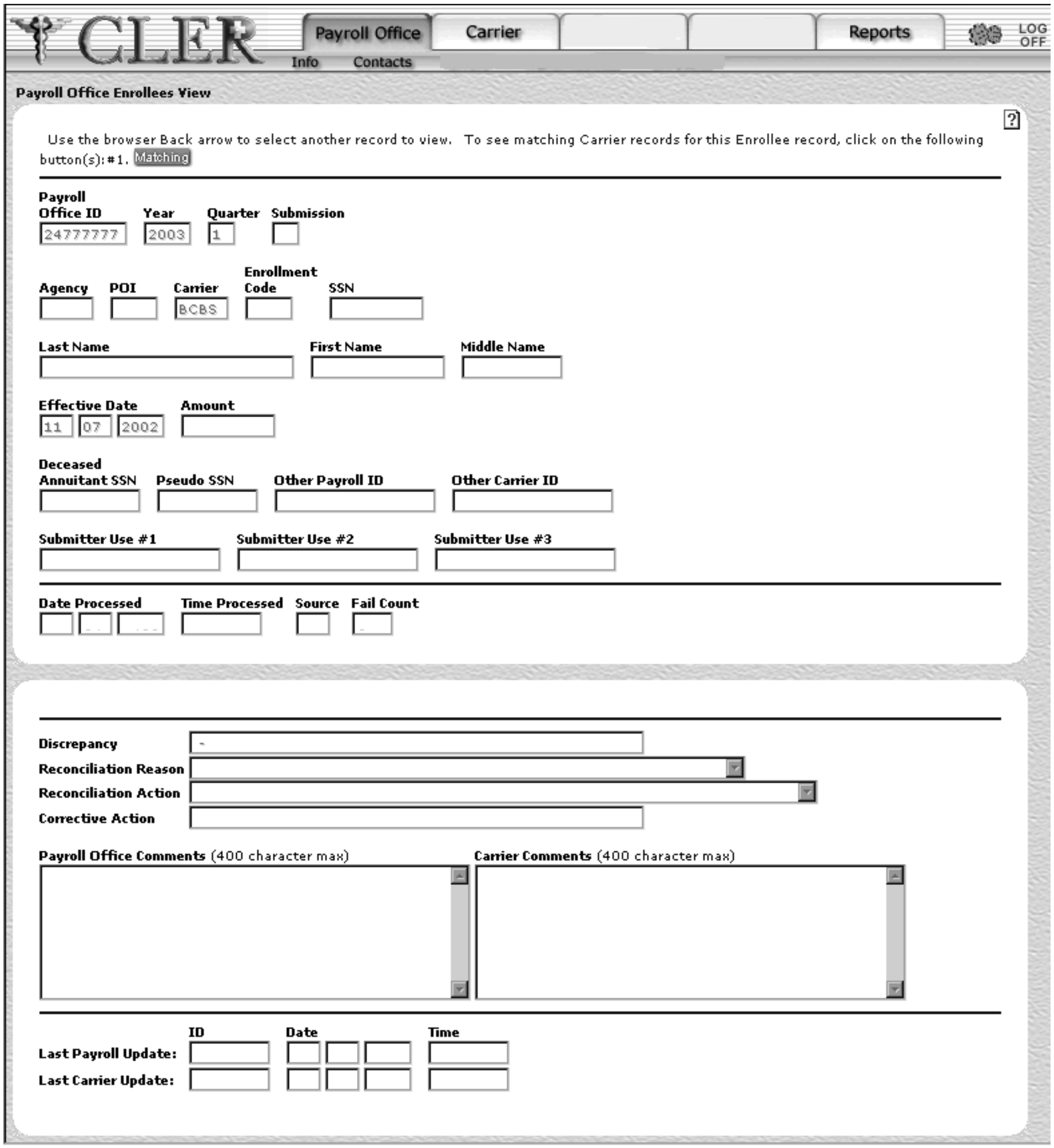


Figure 2:47. Payroll Office Enrollees View Page

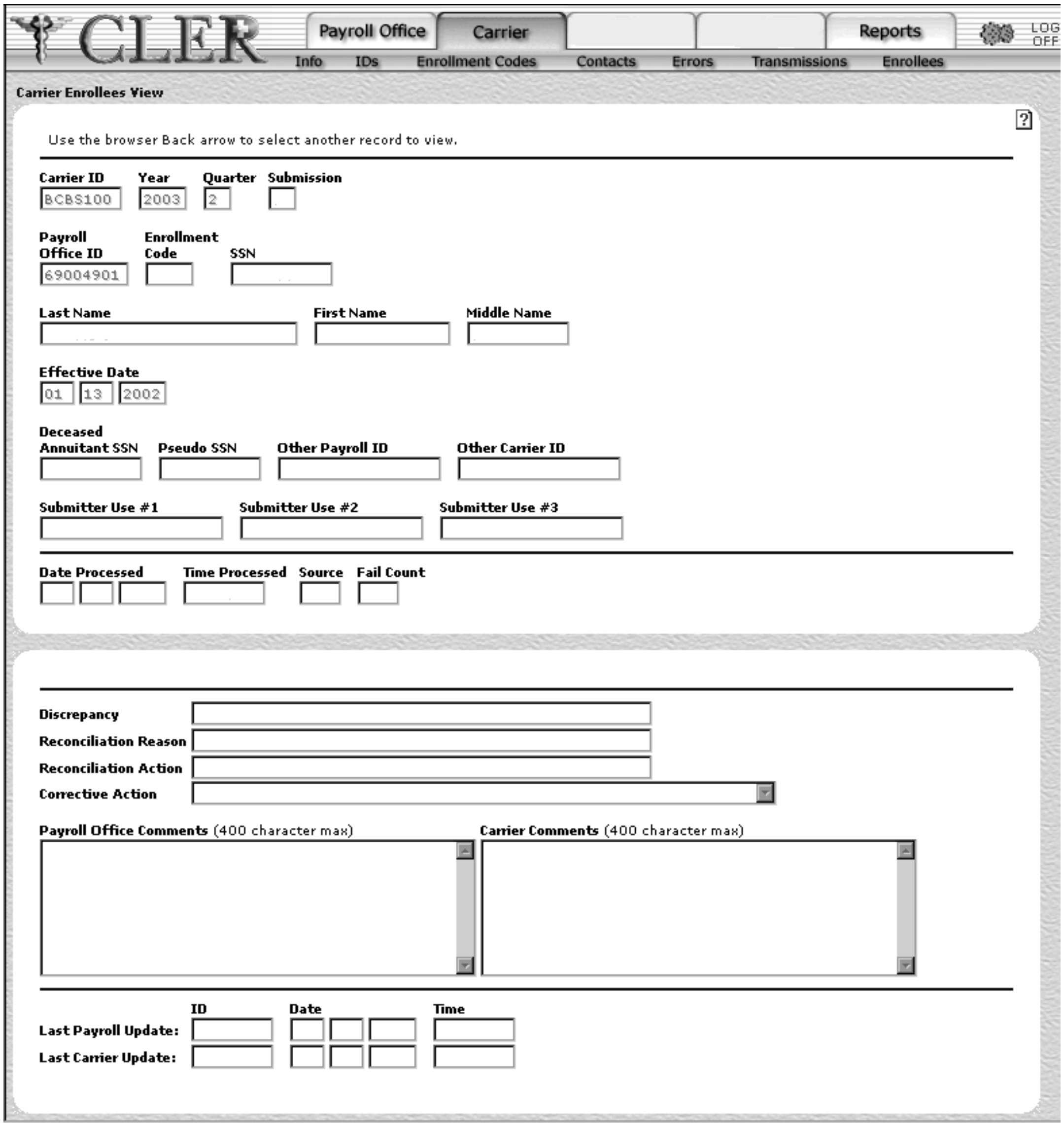


Figure 2:48. Carrier Enrollees View Page

Validating A Carrier Enrollee Record

The Validate function allows users to validate carrier enrollee records.

To validate a carrier enrollee record:

1. Click **[Carrier]** at the top of the CLER Main Menu (**Figure 1:2**). The Carrier Main Page (**Figure 2:17**) is displayed.

2. Click **[Enrollees]** at the top of the Carrier Main Page. The Carrier Enrollees page (**Figure 2:44**) is displayed.

3. Complete the fields on the Carrier Enrollees page as indicated under **Carrier Enrollees Page Field Instructions** in **Part 3** and click **[Submit]**. The Carrier Enrollees Search Results page (**Figure 2:45**) is displayed. For field descriptions, see **Carrier Enrollees Search Results Page Field Descriptions** in **Part 3**.

4. Click **[Validate]** next to the applicable record. The Carrier Enrollees Validate page (**Figure 2:49**) is displayed.

   Note: The **[Validate]** button on the Carrier Enrollees Search Results page is only displayed next to records with discrepancies.

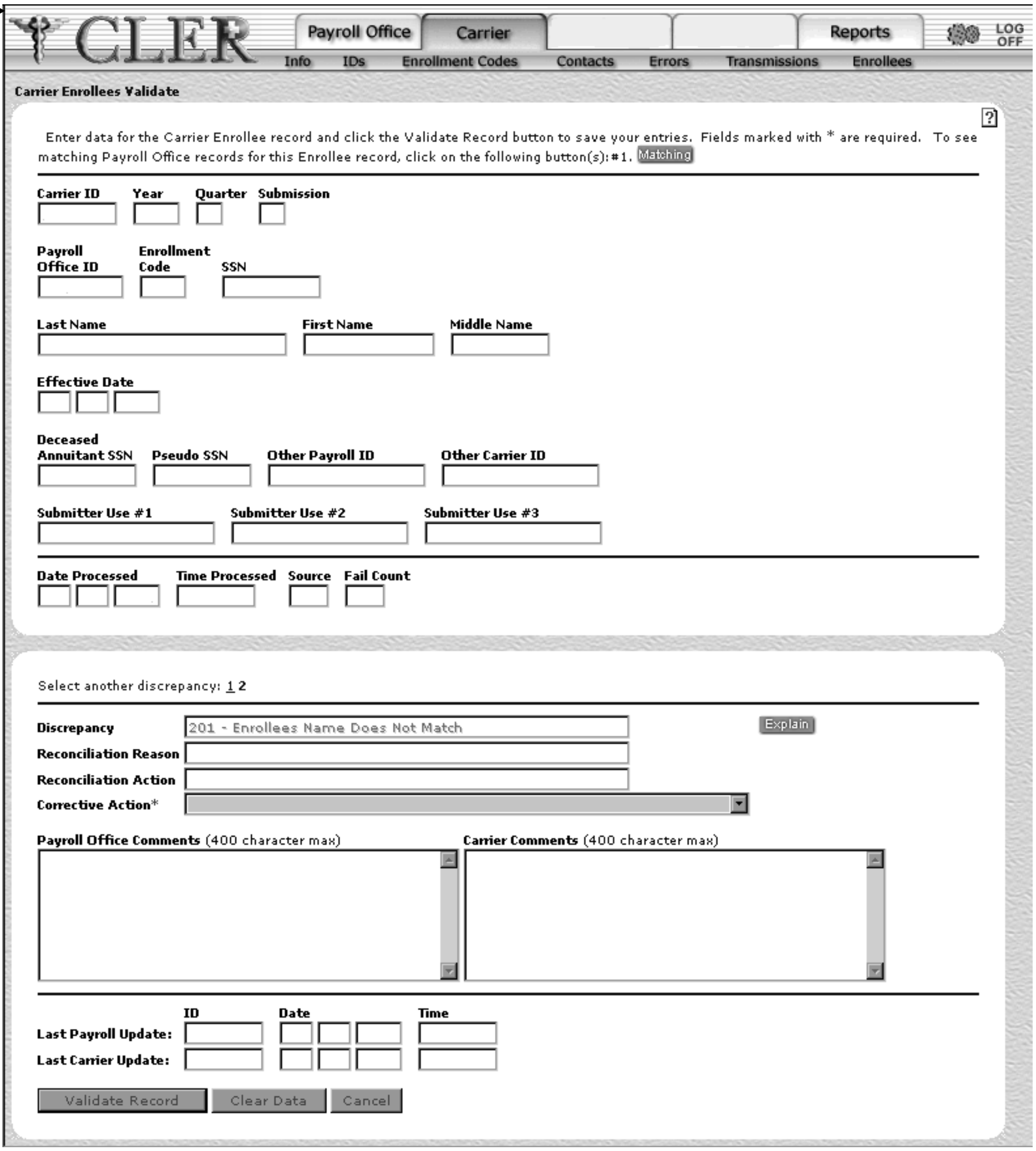


Figure 2:49. Carrier Enrollees Validate Page

5. Complete the fields on the Carrier Enrollees Validate page as indicated under **Carrier Enrollees Validate Page Field Instructions** in **Part 3.**

   Note: To view matching payroll office records for this enrollee record, click **[Matching]** at the top of the page.

6. Click **[Validate Record]**. If no errors occur, a pop-up message is displayed to confirm the record has been validated.

7. Click **[OK]** to close the pop-up.

Note: To validate another record, click **[Cancel]** to return to the Carrier Enrollees Search Results page and click **[Validate]** next to the applicable record.

Viewing Reports

The Reports option allows users to create customized reports based on information in CLER.

This section presents more information under the following topics:

▶Viewing Payroll Discrepancy Listing (Report 1)

The Payroll Discrepancy Listing (Report 1) option on the Reports Selection page (**Figure 2:50**) allows users to view the Payroll Discrepancy Listing report. This report provides a listing by payroll office identification number of payroll office and carrier enrollee records that match, as well as records marked with payroll office warning and discrepancy codes.

To view a Payroll Discrepancy Listing report:

1. Click **[Reports]** at the top of the CLER Main Menu (**Figure 1:2**). The Reports Selection page (**Figure 2:50**) is displayed.

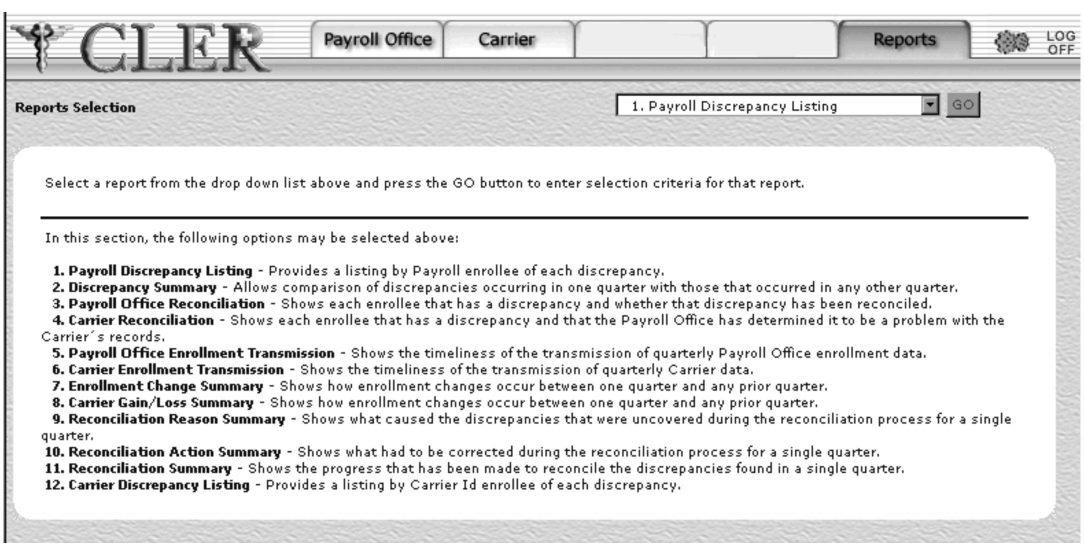


Figure 2:50. Reports Selection Page

2. Click the drop-down menu on the Reports Selection page and select **[Payroll Discrepancy Listing]**.

3. Click **[GO]** to display the Payroll Discrepancy Listing (Report 1) page (**Figure 2:51**).

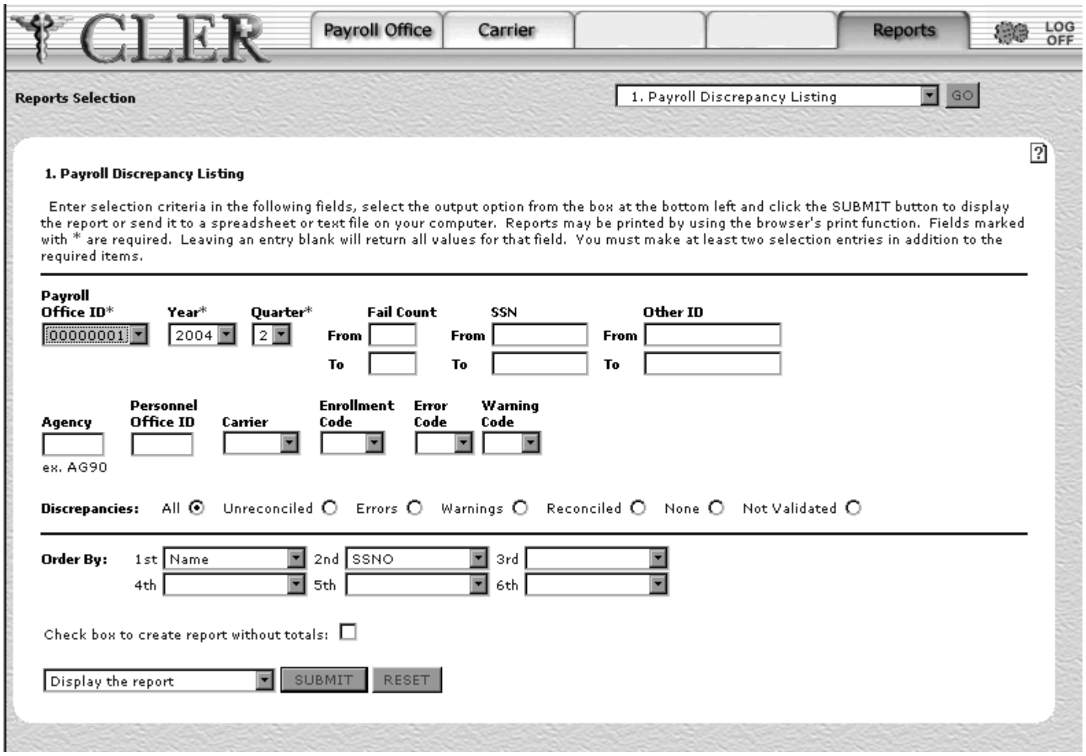


Figure 2:51. Payroll Discrepancy Listing (Report 1) Page

4. Complete the fields on the Payroll Discrepancy Listing (Report 1) page as indicated under **Payroll Discrepancy Listing (Report 1) Page Field Instructions** in **Part 3**.

5. Click the drop-down menu at the bottom of the page and select one of the following format options:
   - Display the report
   - Save report as a spreadsheet
   - Save report as a text file

6. Click **[Submit]** to display the Payroll Discrepancy Listing report (**Figure 2:52**) in the selected format. If **24900002**, **24900003**, or **160099XX** was entered in the Payroll Office ID field on the Payroll Discrepancy Listing (Report 1) page, the Payroll Discrepancy Listing (Other ID) report (**Figure 2:53**) is displayed. For field descriptions, see **Payroll Discrepancy Listing (Report 1) Field Descriptions** in **Part 3**.

   Note: To return to the Payroll Discrepancy Listing (Report 1) page, close the report.

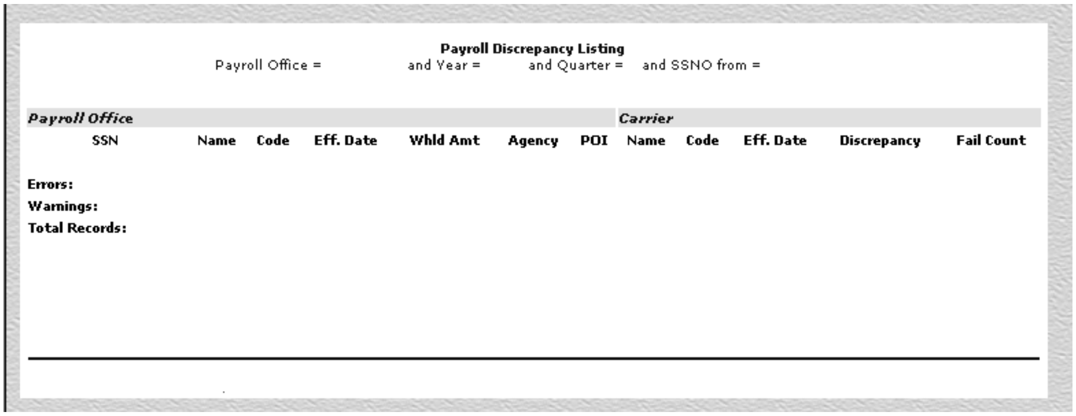


Figure 2:52. Payroll Discrepancy Listing Report

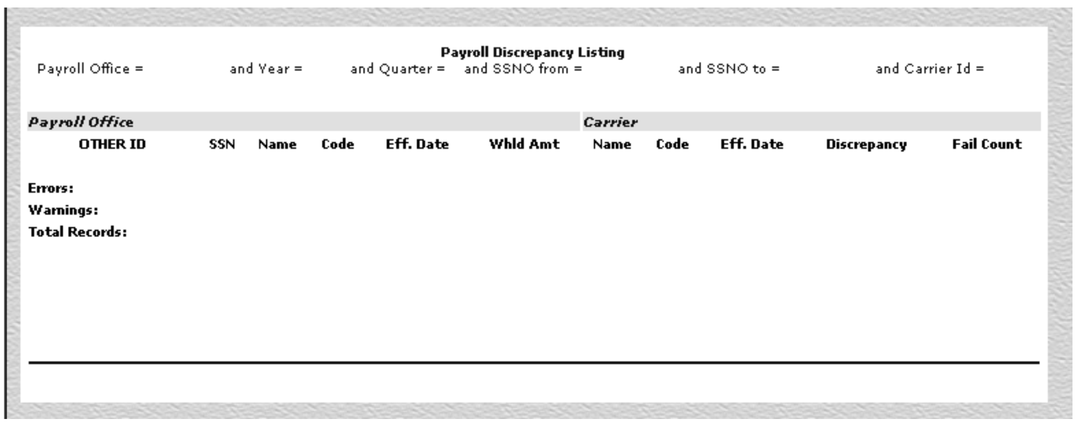


Figure 2:53. Payroll Discrepancy Listing (Other ID) Report

◀

Viewing Discrepancy Summary (Report 2)

The Discrepancy Summary (Report 2) option on the Reports Selection page (**Figure 2:50**) allows users to view the Discrepancy Summary report. This report provides a comparison of the number of enrollee records with discrepancies occurring in one quarter with those that occurred in any other quarter.

To view a Discrepancy Summary report:

1. Click **[Reports]** at the top of the CLER Main Menu (**Figure 1:2**). The Reports Selection page (**Figure 2:50**) is displayed.

2. Click the drop-down menu on the Reports Selection page and select **[Discrepancy Summary]**.

3. Click **[GO]** to display the Discrepancy Summary (Report 2) page (**Figure 2:54**).

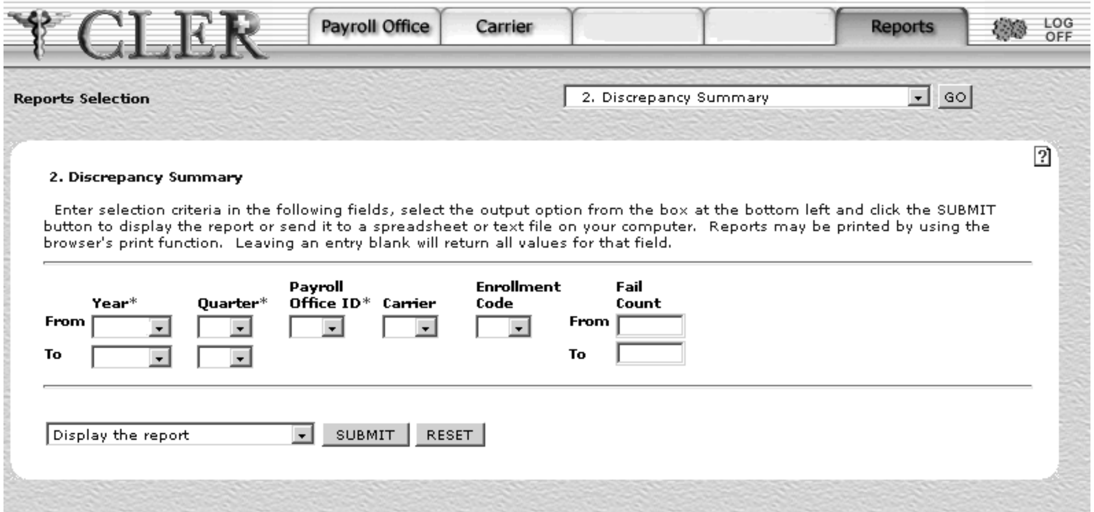


Figure 2:54. Discrepancy Summary (Report 2) Page

4. Complete the fields on the Discrepancy Summary (Report 2) page as indicated under **Discrepancy Summary (Report 2) Page Field Instructions** in **Part 3**.

5. Click the drop-down menu at the bottom of the page and select one of the following format options:
   - Display the report
   - Save report as a spreadsheet
   - Save report as a text file

6. Click **[Submit]** to display the Discrepancy Summary report (**Figure 2:55**) in the selected format. For field descriptions, see **Discrepancy Summary (Report 2) Field Descriptions** in **Part 3**.

   Note: To return to the Discrepancy Summary (Report 2) page, close the report.

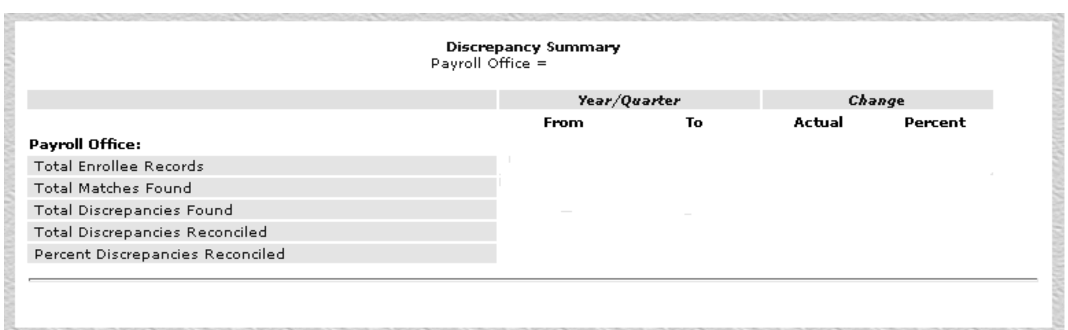


Figure 2:55. Discrepancy Summary Report

Viewing Payroll Office Reconciliation (Report 3)

The Payroll Office Reconciliation (Report 3) option on the Reports Selectionpage (**Figure 2:50**) allows users to view the Payroll Office Reconciliation report. This report lists each enrollee record that has a discrepancy and indicates whether that discrepancy has been reconciled.

To view a Payroll Office Reconciliation report:

1. Click **[Reports]** at the top of the CLER Main Menu (**Figure 1:2**). The Reports Selection page (**Figure 2:50**) is displayed.
2. Click the drop-down menu on the Reports Selection page and select **[Payroll Office Reconciliation]**.
3. Click **[GO]** to display the Payroll Office Reconciliation (Report 3) page (**Figure 2:56**).

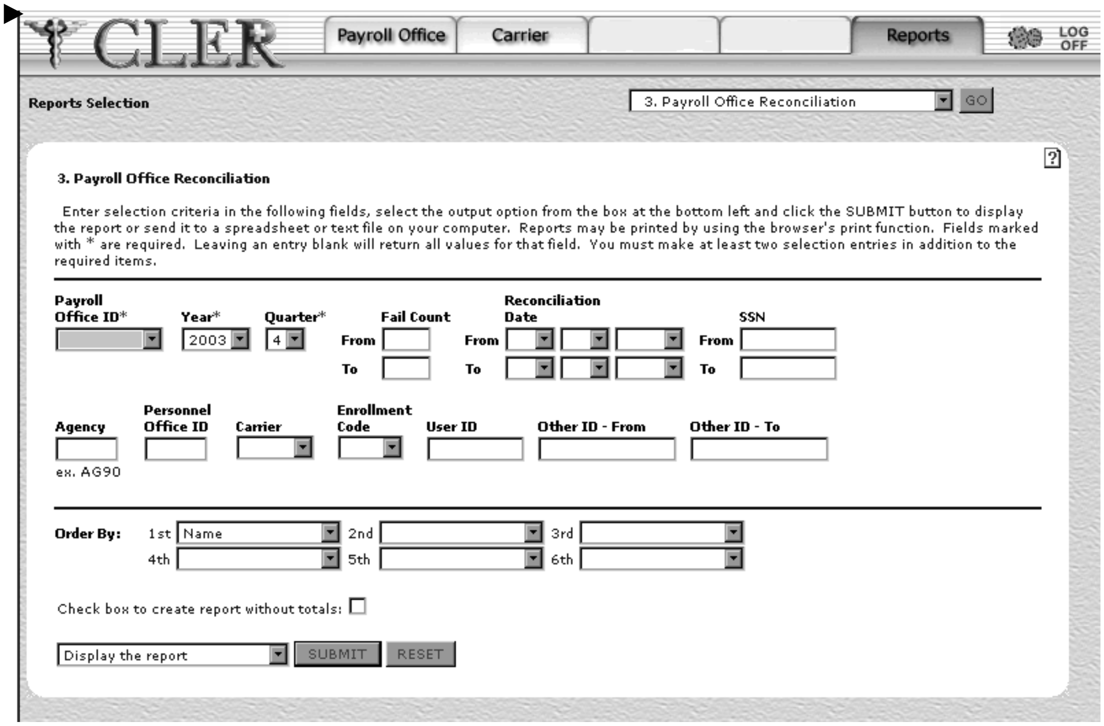


Figure 2:56. Payroll Office Reconciliation (Report 3) Page

4. Complete the fields on the Payroll Office Reconciliation (Report 3) page as indicated under **Payroll Office Reconciliation (Report 3) Page Field Instructions** in **Part 3**.
5. Click the drop-down menu at the bottom of the page and select one of the following format options:
   - Display the report
   - Save report as a spreadsheet
   - Save report as a text file

6. Click **[Submit]** to display the Payroll Office Reconciliation report (**Figure 2:57**) in the selected format. If **`24900002`**, **`24900003`**, or **`160099XX`** was entered in the Payroll Office ID field on the Payroll Office Reconciliation (Report 3) page, the Payroll Office Reconciliation (Other ID) report (**Figure 2:58**) is displayed. For field descriptions, see **Payroll Office Reconciliation (Report 3) Field Descriptions** in **Part 3**.

   Note: To return to the Payroll Office Reconciliation (Report 3) page, close the report.

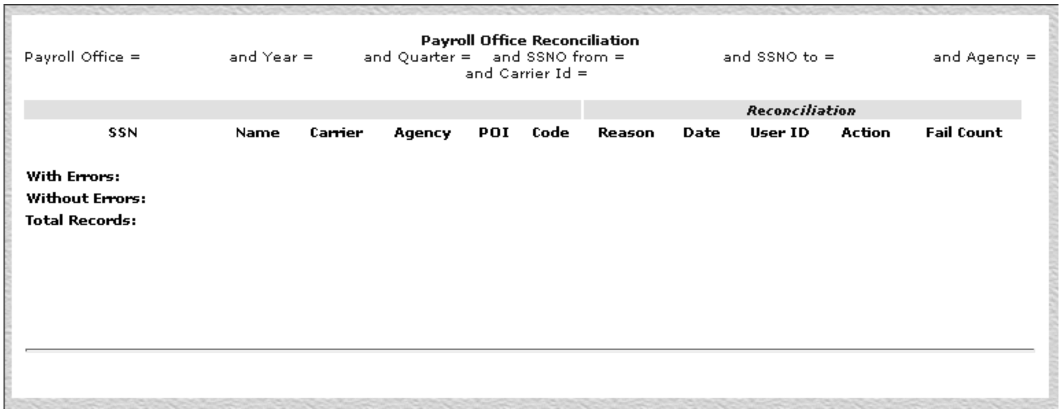


Figure 2:57. Payroll Office Reconciliation Report

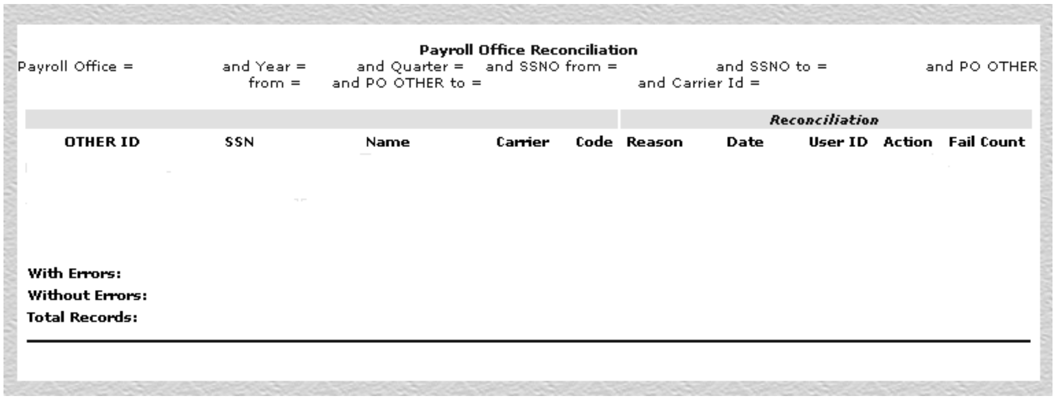


Figure 2:58. Payroll Office Reconciliation (Other ID) Report

Viewing Carrier Reconciliation (Report 4)

The Carrier Reconciliation (Report 4) option on the Reports Selection page (**Figure 2:50**) allows users to view the Carrier Reconciliation report. This report lists each enrollee record that has a discrepancy that the payroll office has determined to be a problem with the carrier's records.

To view a Carrier Reconciliation report:

1. Click **[Reports]** at the top of the CLER Main Menu (**Figure 1:2**). The Reports Selection page (**Figure 2:50**) is displayed.

2. Click the drop-down menu on the Reports Selection page and select **[Carrier Reconciliation]**.

3. Click **[GO]** to display the Carrier Reconciliation (Report 4) page (**Figure 2:59**).

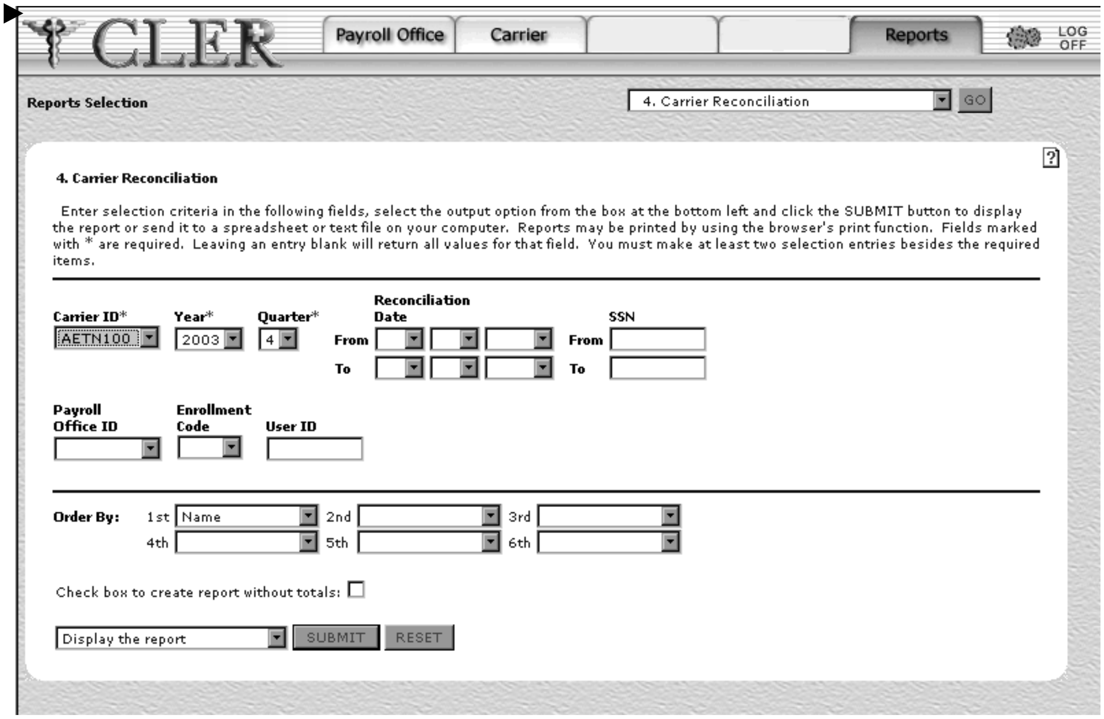


Figure 2:59. Carrier Reconciliation (Report 4) Page

4. Complete the fields on the Carrier Reconciliation (Report 4) page as indicated under **Carrier Reconciliation (Report 4) Page Field Instructions** in **Part 3**.

5. Click the drop-down menu at the bottom of the page and select one of the following format options:

   - Display the report
   - Save report as a spreadsheet
   - Save report as a text file

6. Click **[Submit]** to display the Carrier Reconciliation report (**Figure 2:60**) in the selected format. For field descriptions, see **Carrier Reconciliation (Report 4) Field Descriptions** in **Part 3**.

   Note: To return to the Carrier Reconciliation (Report 4) page, close the report.

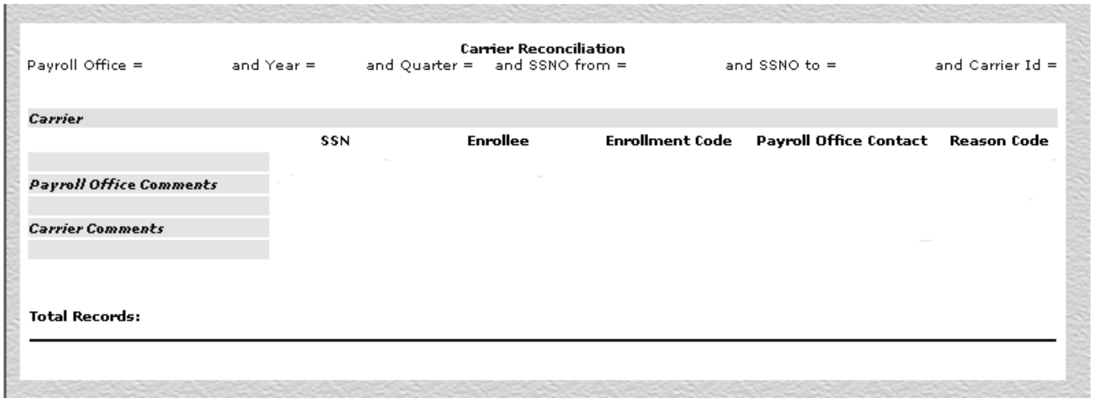


Figure 2:60. Carrier Reconciliation Report

Viewing Payroll Office Enrollment Transmission (Report 5)

The Payroll Office Enrollment Transmission option on the Reports Selection page (**Figure 2:50**) allows authorized users to view the Payroll Office Enrollment Transmission report. This report provides information regarding the timeliness of the transmission of quarterly payroll office enrollment data.

Note: Carriers are not authorized to produce this report.

Viewing Carrier Enrollment Transmission (Report 6)

The Carrier Enrollment Transmission (Report 6) option on the Reports Selection page (**Figure 2:50**) allows users to view the Carrier Enrollment Transmission report. This report provides information regarding the timeliness of the transmission of quarterly carrier enrollment data.

To view a Carrier Enrollment Transmission report:

1. Click **[Reports]** at the top of the CLER Main Menu (**Figure 1:2**). The Reports Selection page (**Figure 2:50**) is displayed.
2. Click the drop-down menu on the Reports Selection page and select **[Carrier Enrollment Transmission]**.
3. Click **[GO]** to display the Carrier Enrollment Transmission (Report 6) page (**Figure 2:61**).

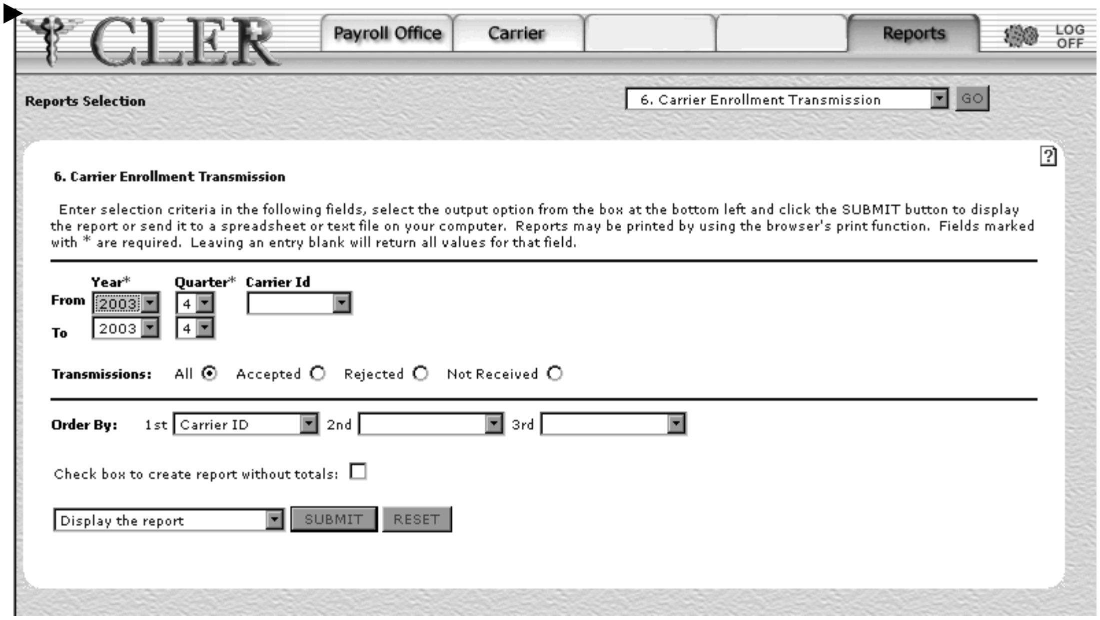


Figure 2:61. Carrier Enrollment Transmission (Report 6) Page

4. Complete the fields on the Carrier Enrollment Transmission (Report 6) page as indicated under **Carrier Enrollment Transmission (Report 6) Page Field Instructions** in **Part 3**.

5. Click the drop-down menu at the bottom of the page and select one of the following format options:

   - Display the report
   - Save report as a spreadsheet
   - Save report as a text file

6. Click **[Submit]** to display the Carrier Enrollment Transmission report (**Figure 2:62**) in the selected format. For field descriptions, see **Carrier Enrollment Transmission (Report 6) Field Descriptions** in **Part 3**.

   Note: To return to the Carrier Enrollment Transmission (Report 6) page, close the report.

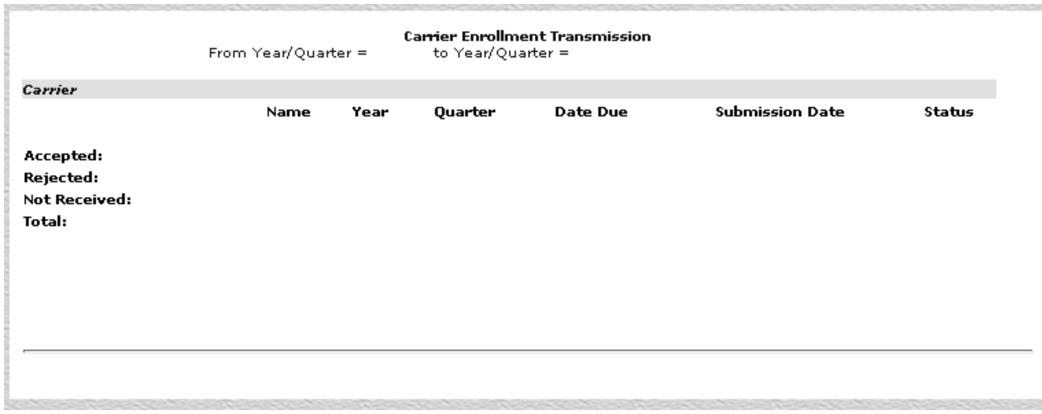


Figure 2:62. Carrier Enrollment Transmission Report

Viewing Enrollment Change Summary (Report 7)

The Enrollment Change Summary (Report 7) option on the Reports Selection page (**Figure 2:50**) allows users to view the Enrollment Change Summary report. This report lists additions and changes in enrollment between carriers and enrollment codes when comparing one quarter to any prior quarter.

To view an Enrollment Change Summary report:

1. Click **[Reports]** at the top of the CLER Main Menu (**Figure 1:2**). The Reports Selection page (**Figure 2:50**) is displayed.

2. Click the drop-down menu on the Reports Selection page and select **[Enrollment Change Summary]**.

3. Click **[GO]** to display the Enrollment Change Summary (Report 7) page (**Figure 2:63**).

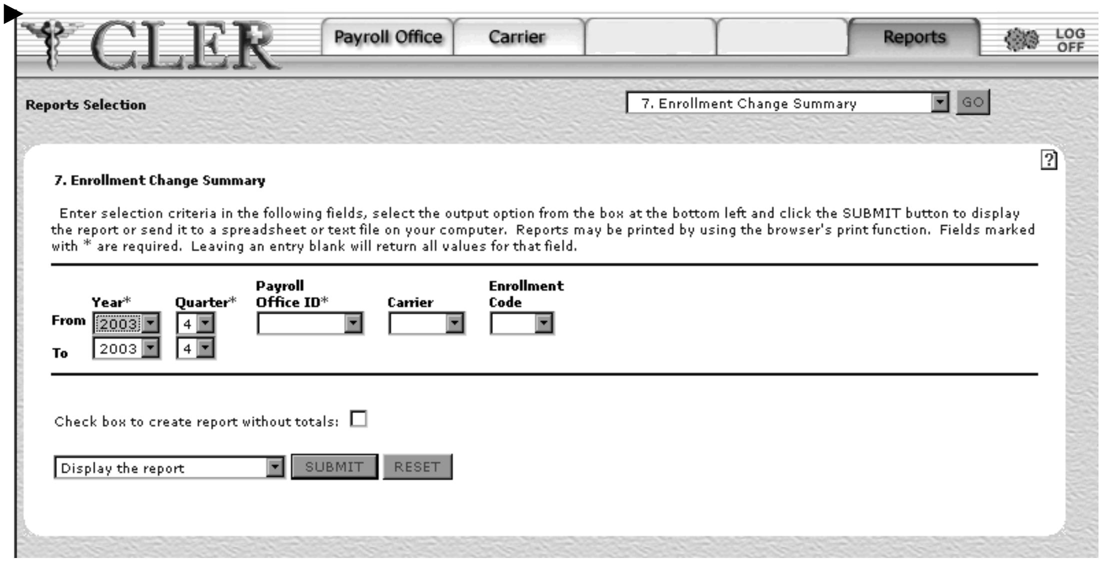


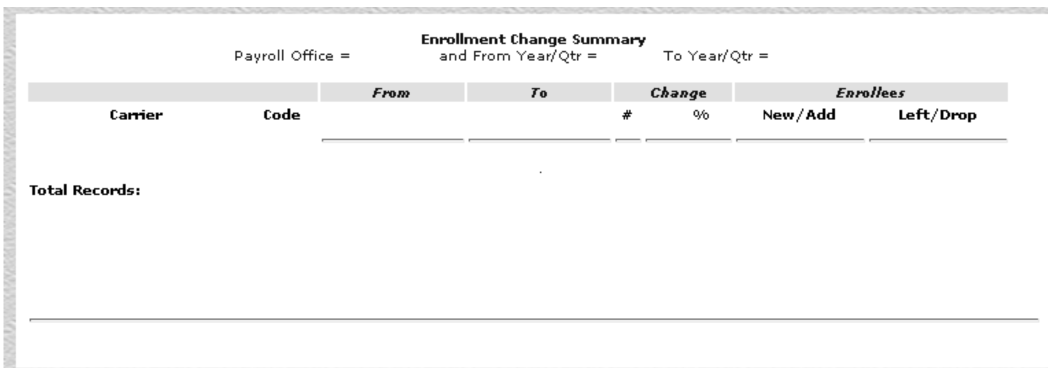
Figure 2:63. Enrollment Change Summary (Report 7) Page

4. Complete the fields on the Enrollment Change Summary (Report 7) page as indicated under **Enrollment Change Summary (Report 7) Page Field Instructions** in **Part 3**.

5. Click the drop-down menu at the bottom of the page and select one of the following format options:
   - Display the report
   - Save report as a spreadsheet
   - Save report as a text file

6. Click **[Submit]** to display the Enrollment Change Summary report (**Figure 2:64**) in the selected format. For field descriptions, see **Enrollment Change Summary (Report 7) Field Descriptions** in **Part 3**.

   Note: To return to the Enrollment Change Summary (Report 7) page, close the report.



Enrollment Change Summary
Payroll Office = and From Year/Qtr = To Year/Qtr =

		From	To	Change		Enrollees	
Carrier	Code			#	%	New/Add	Left/Drop

Total Records:

Figure 2:64. Enrollment Change Summary Report

Viewing Carrier Gain/Loss Summary (Report 8)

The Carrier Gain/Loss Summary (Report 8) option on the Reports Selection page (**Figure 2:50**) allows users to view the Carrier Gain/Loss Summary report. This report provides information regarding the movement of enrollees between carriers and plans (enrollment codes) when comparing one quarter to any prior quarter.

To view a Carrier Gain/Loss Summary report:

1. Click **[Reports]** at the top of the CLER Main Menu (**Figure 1:2**). The Reports Selection page (**Figure 2:50**) is displayed.

2. Click the drop-down menu on the Reports Selection page and select **[Carrier Gain/Loss Summary]**.

3. Click **[GO]** to display the Carrier Gain/Loss Summary (Report 8) page (**Figure 2:65**).

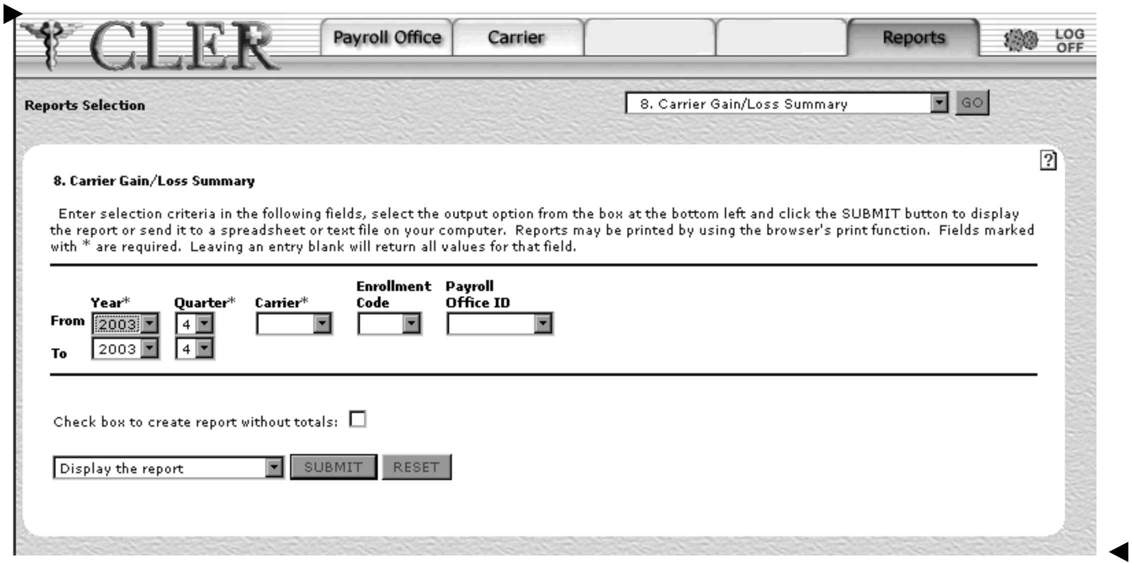


Figure 2:65. Carrier Gain/Loss Summary (Report 8) Page

4. Complete the fields on the Carrier Gain/Loss Summary (Report 8) page as indicated under **Carrier Gain/Loss Summary (Report 8) Page Field Instructions** in **Part 3**.

5. Click the drop-down menu at the bottom of the page and select one of the following format options:

   - Display the report
   - Save report as a spreadsheet
   - Save report as a text file

6. Click **[Submit]** to display the Carrier Gain/Loss Summary report (**Figure 2:66**) in the selected format. For field descriptions, see **Carrier Gain/Loss Summary (Report 8) Field Descriptions** in **Part 3**.

   Note: To return to the Carrier Gain/Loss Summary (Report 8) page, close the report.

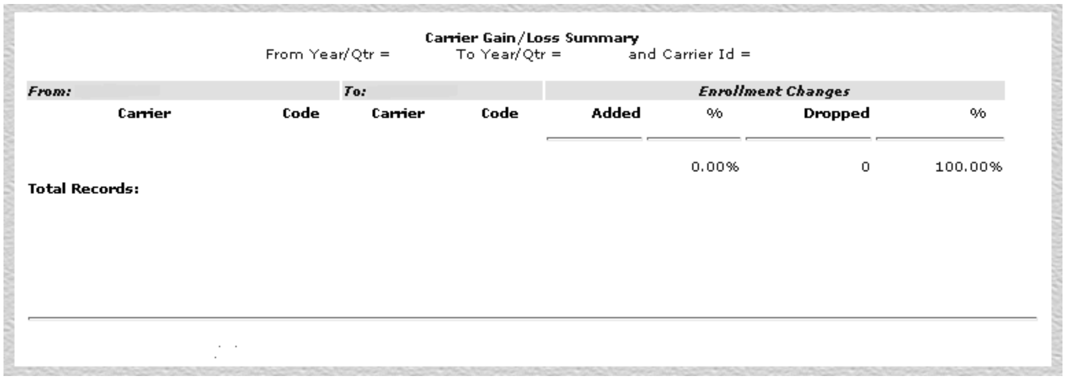


Figure 2:66. Carrier Gain/Loss Summary Report

Viewing Reconciliation Reason Summary (Report 9)

The Reconciliation Reason Summary (Report 9) option on the Reports Selection page (**Figure 2:50**) allows users to view the Reconciliation Reason Summary report. This report provides information regarding the cause of the discrepancies that were identified during the reconciliation process for a single quarter.

To view a Reconciliation Reason Summary report:

1. Click **[Reports]** at the top of the CLER Main Menu (**Figure 1:2**). The Reports Selection page (**Figure 2:50**) is displayed.
2. Click the drop-down menu on the Reports Selection page and select **[Reconciliation Reason Summary]**.
3. Click **[GO]** to display the Reconciliation Reason Summary (Report 9) page (**Figure 2:67**).

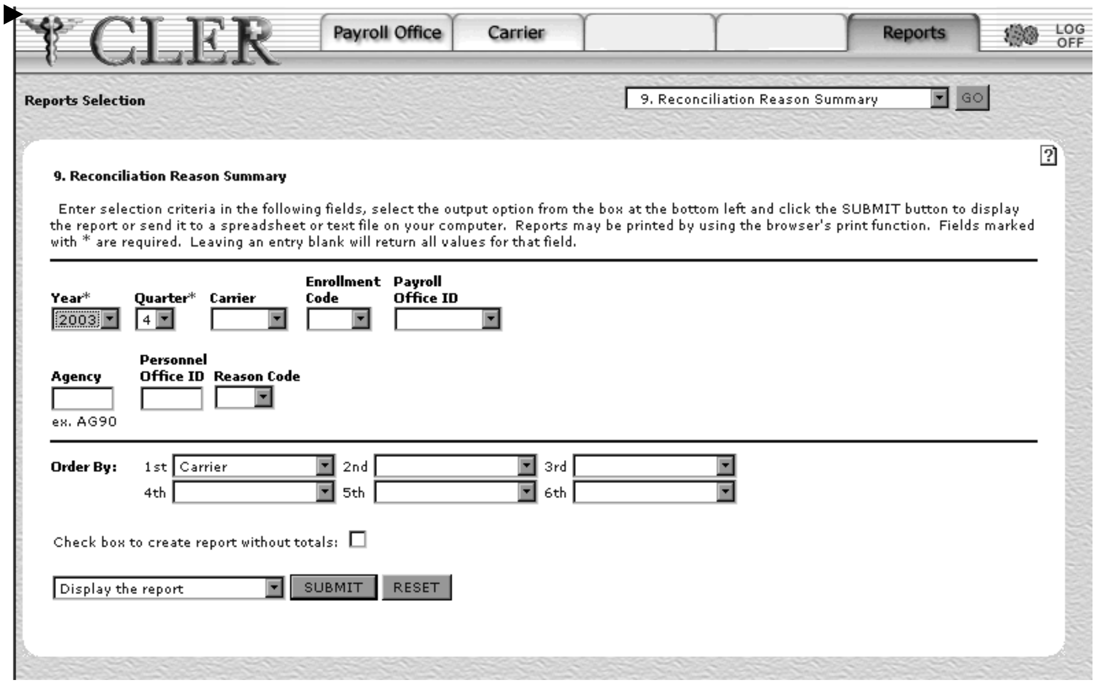
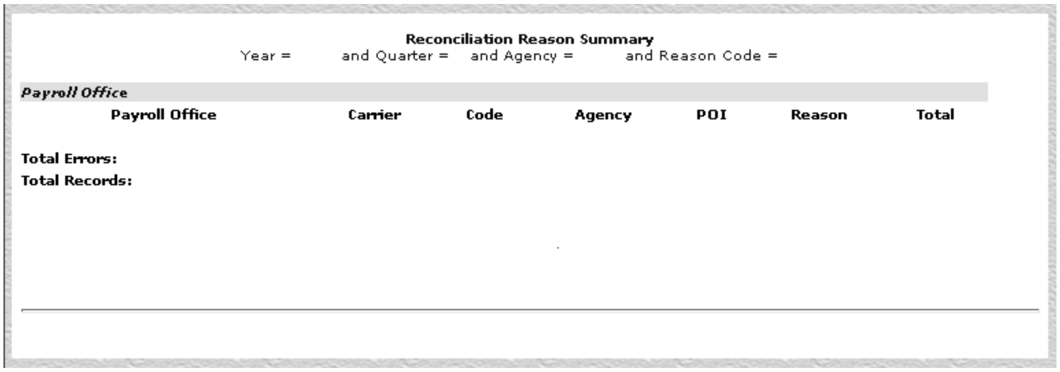


Figure 2:67. Reconciliation Reason Summary (Report 9) Page

4. Complete the fields on the Reconciliation Reason Summary (Report 9) page as indicated under **Reconciliation Reason Summary (Report 9) Page Field Instructions** in **Part 3**.
5. Click the drop-down menu at the bottom of the page and select one of the following format options:
   - Display the report
   - Save report as a spreadsheet
   - Save report as a text file

6. Click **[Submit]** to display the Reconciliation Reason Summary report (**Figure 2:68**) in the selected format. For field descriptions, see **Reconciliation Reason Summary (Report 9) Field Descriptions** in **Part 3**.

   Note: To return to the Reconciliation Reason Summary (Report 9) page, close the report.



Reconciliation Reason Summary
Year = and Quarter = and Agency = and Reason Code =

Payroll Office

Payroll Office	Carrier	Code	Agency	POI	Reason	Total

Total Errors:
Total Records:

Figure 2:68. Reconciliation Reason Summary Report

Viewing Reconciliation Action Summary (Report 10)

The Reconciliation Action Summary (Report 10) option on the Reports Selection page (**Figure 2:50**) allows users to view the Reconciliation Action Summary report. This report provides information regarding the action to be taken to correct the discrepancies identified during the reconciliation process for a single quarter.

To view a Reconciliation Action Summary report:

1. Click **[Reports]** at the top of the CLER Main Menu (**Figure 1:2**). The Reports Selection page (**Figure 2:50**) is displayed.

2. Click the drop-down menu on the Reports Selection page and select **[Reconciliation Action Summary]**.

3. Click **[GO]** to display the Reconciliation Action Summary (Report 10) page (**Figure 2:69**).

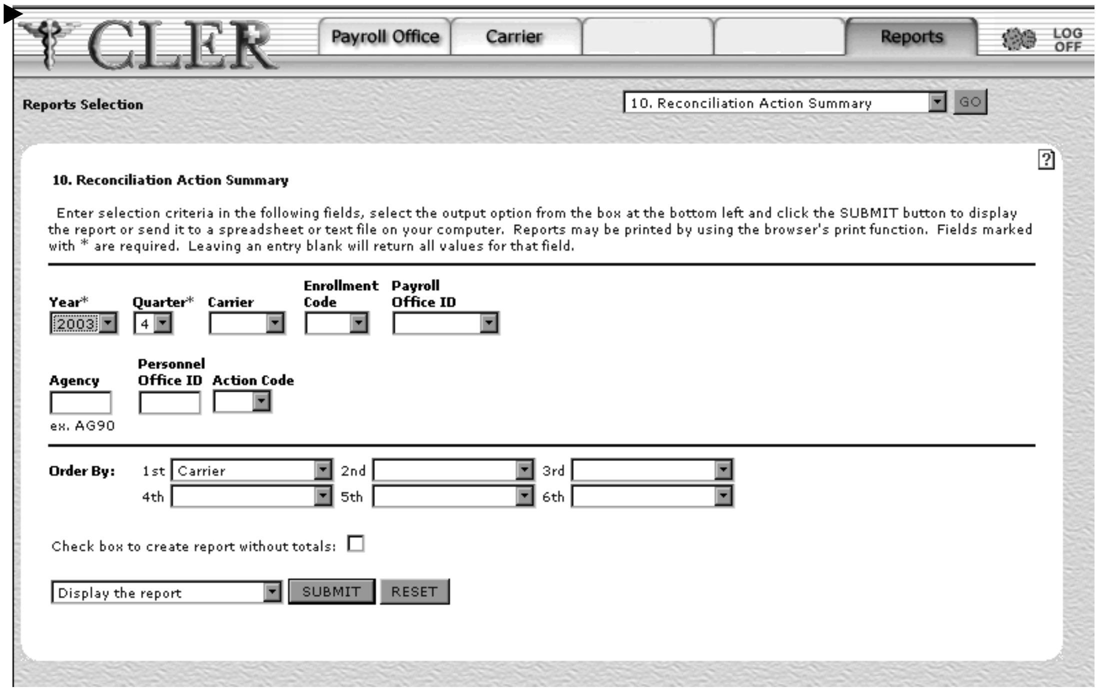


Figure 2:69. Reconciliation Action Summary (Report 10) Page

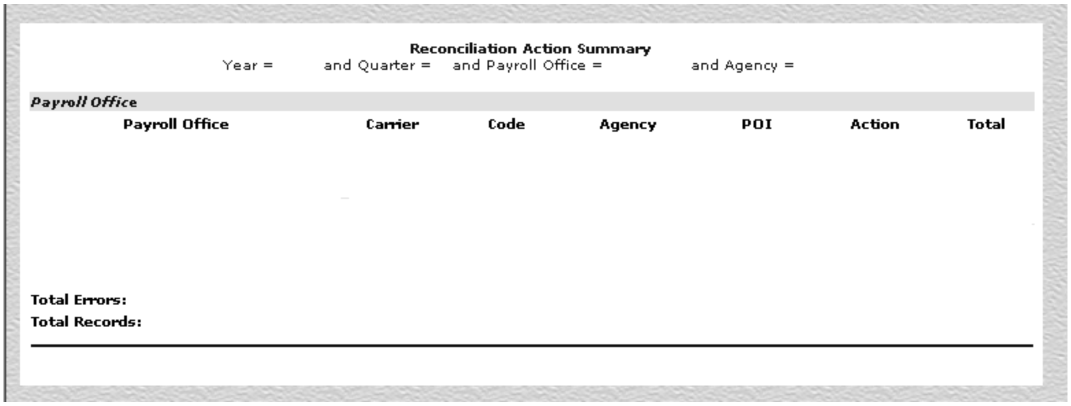
4. Complete the fields on the Reconciliation Action Summary (Report 10) page as indicated under **Reconciliation Action Summary (Report 10) Page Field Instructions** in **Part 3**.

5. Click the drop-down menu at the bottom of the page and select one of the following format options:

   - Display the report
   - Save report as a spreadsheet
   - Save report as a text file

6. Click **[Submit]** to display the Reconciliation Action Summary report (**Figure 2:70**) in the selected format. For field descriptions, see **Reconciliation Action Summary (Report 10) Field Descriptions** in **Part 3**.

   Note: To return to the Reconciliation Action Summary (Report 10) page, close the report.


Reconciliation Action Summary
Year = and Quarter = and Payroll Office = and Agency =

Payroll Office

Payroll Office	Carrier	Code	Agency	POI	Action	Total

Total Errors:
Total Records:

Figure 2:70. Reconciliation Action Summary Report

Viewing Reconciliation Summary (Report 11)

The Reconciliation Summary (Report 11) option on the Reports Selection page (**Figure 2:50**) allows users to view the Reconciliation Summary report. This report provides information regarding the progress that has been made to reconcile the discrepancies found in a single quarter.

To view a Reconciliation Summary report:

1. Click **[Reports]** at the top of the CLER Main Menu (**Figure 1:2**). The Reports Selection page (**Figure 2:50**) is displayed.
2. Click the drop-down menu on the Reports Selection page and select **[Reconciliation Summary]**.
3. Click **[GO]** to display the Reconciliation Summary (Report 11) page (**Figure 2:71**).

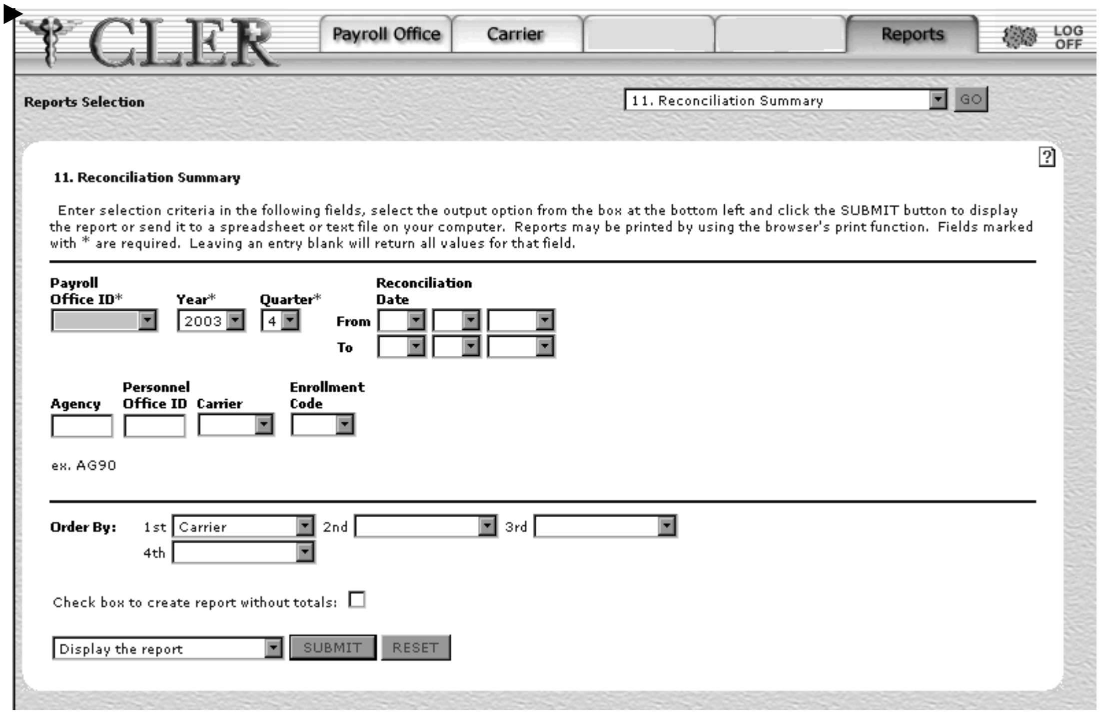


Figure 2:71. Reconciliation Summary (Report 11) Page

4. Complete the fields on the Reconciliation Summary (Report 11) page as indicated under **Reconciliation Summary (Report 11) Page Field Instructions** in **Part 3**.

5. Click the drop-down menu at the bottom of the page and select one of the following format options:

   - Display the report
   - Save report as a spreadsheet
   - Save report as a text file

6. Click **[Submit]** to display the Reconciliation Summary report (**Figure 2:72**) in the selected format. For field descriptions, see **Reconciliation Summary (Report 11) Field Descriptions** in **Part 3**.

   Note: To return to the Reconciliation Summary (Report 11) page, close the report.

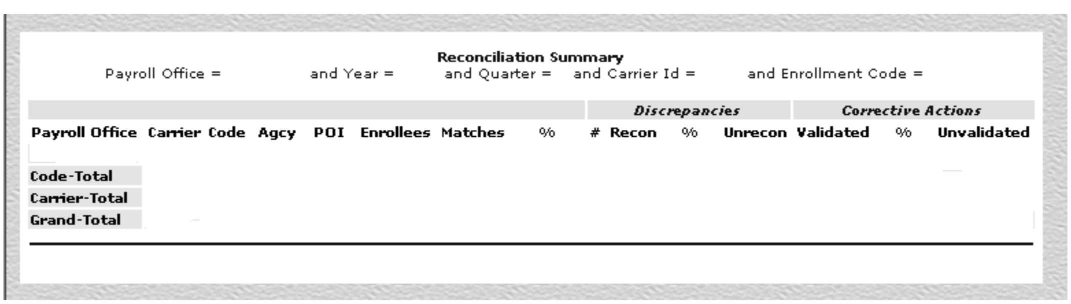


Figure 2:72. Reconciliation Summary Report

▶Viewing Carrier Discrepancy Listing (Report 12)

The Carrier Discrepancy Listing (Report 12) option on the Reports Selection page (**Figure 2:50**) allows users to view the Carrier Discrepancy Listing report. This report provides a listing by carrier identification code of carrier and payroll office enrollee records that match, as well as records marked with carrier warning and discrepancy codes.

To view a Carrier Discrepancy Listing report:

1. Click **[Reports]** at the top of the CLER Main Menu (**Figure 1:2**). The Reports Selection page (**Figure 2:50**) is displayed.
2. Click the drop-down menu on the Reports Selection page and select **[Carrier Discrepancy Listing]**.
3. Click **[GO]** to display the Carrier Discrepancy Listing (Report 12) page (**Figure 2:73**).

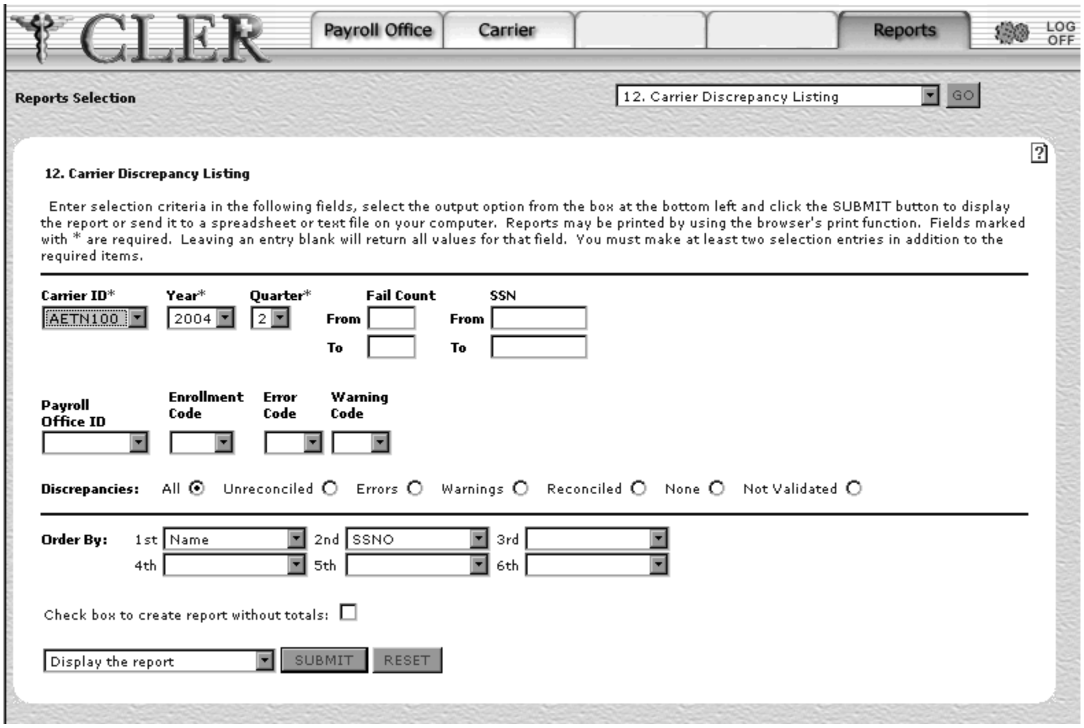
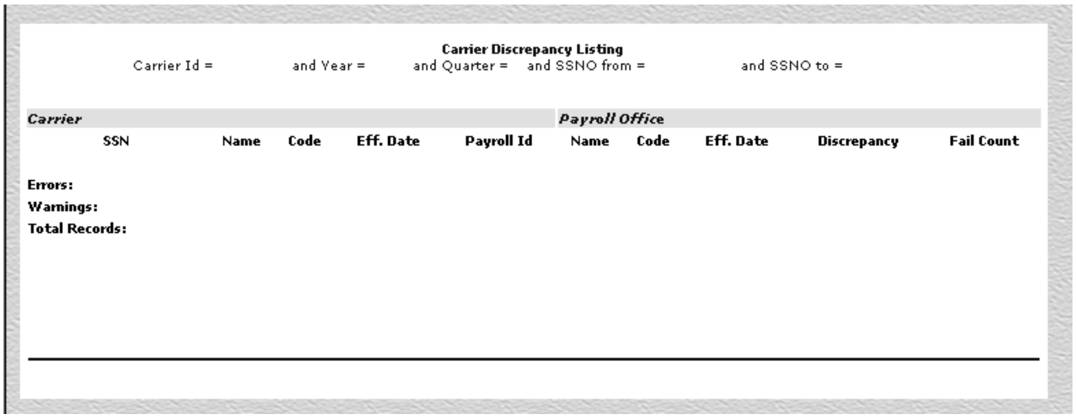


Figure 2:73. Carrier Discrepancy Listing (Report 12) Page

4. Complete the fields on the Carrier Discrepancy Listing (Report 12) page as indicated under **Carrier Discrepancy Listing (Report 12) Page Field Instructions** in **Part 3**.
5. Click the drop-down menu at the bottom of the page and select one of the following format options:
   - Display the report
   - Save report as a spreadsheet
   - Save report as a text file

6. Click **[Submit]** to display the Carrier Discrepancy Listing report (**Figure 2:74**) in the selected format. For field descriptions, see **Carrier Discrepancy Listing (Report 12) Field Descriptions** in **Part 3**.

   Note: To return to the Carrier Discrepancy Listing (Report 12) page, close the report.



Carrier Discrepancy Listing

Carrier Id = and Year = and Quarter = and SSNO from = and SSNO to =

Carrier				*Payroll Office*					
SSN	Name	Code	Eff. Date	Payroll Id	Name	Code	Eff. Date	Discrepancy	Fail Count

Errors:
Warnings:
Total Records:

Figure 2:74. Carrier Discrepancy Listing Report

◄

Viewing Maintenance Records

The Maintenance option ("gears" button) allows users to view schedule and system code records.

This section presents more information under the following topics:

[Viewing Schedule Records](#)

[Viewing System Code Records](#)

Viewing Schedule Records

The Schedules option on the Maintenance Main Page (**Figure 2:75**) allows users to view information about CLER processing dates.

To view a schedule record:

1. Click the "gears" button at the top of the CLER Main Menu (**Figure 1:2**). The Maintenance Main Page (**Figure 2:75**) is displayed.

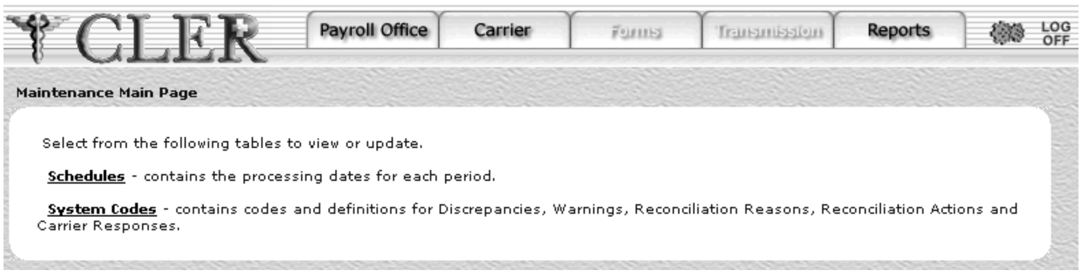


Figure 2:75. Maintenance Main Page

2. Click **[Schedules]** on the Maintenance Main Page. The Schedules page (**Figure 2:76**) is displayed.

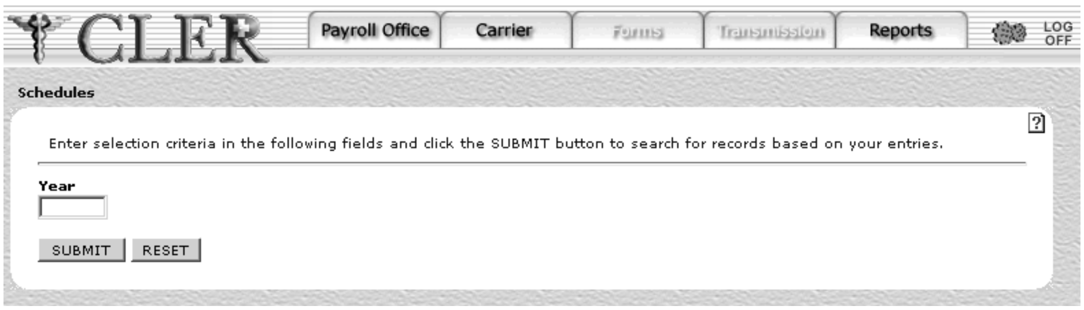


Figure 2:76. Schedules Page

3. Complete the field on the Schedules page as indicated under **Schedules Page Field Instructions** in **Part 3** and click **[Submit]**. The Schedules Search Results page (**Figure 2:77**) is displayed. For field descriptions, see **Schedules Search Results Page Field Descriptions** in **Part 3**.

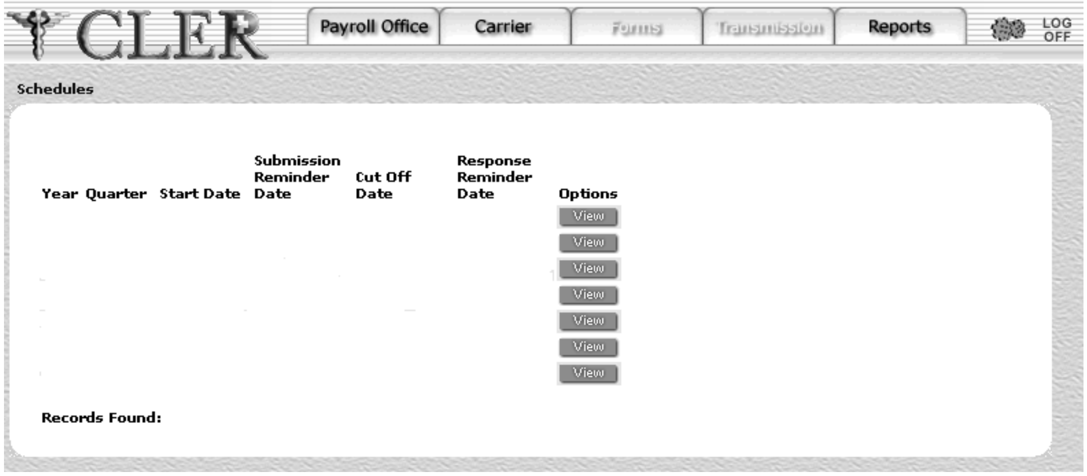


Figure 2:77. Schedules Search Results Page

4. Click **[View]** next to the applicable record. The Schedules View page (**Figure 2:78**) is displayed. For field descriptions, see **Schedules View Page Field Descriptions** in **Part 3**.

   Note: To view another record, click your browser's Back button to return to the Schedules Search Results page and click **[View]** next to the applicable record.

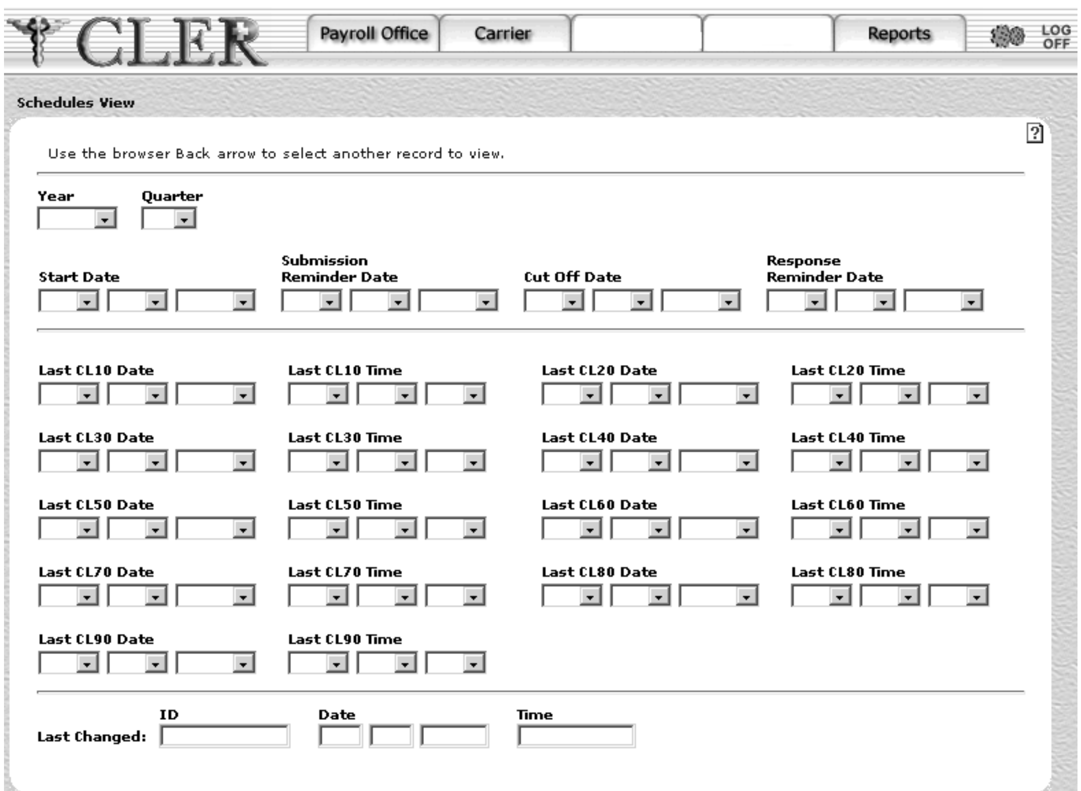


Figure 2:78. Schedules View Page

Viewing System Code Records

The System Codes option on the Maintenance Main Page (**Figure 2:75**) allows users to view information about system codes, discrepancy codes, warning codes, reconciliation reason codes, reconciliation action codes, and corrective action response codes.

To view a system code record:

1. Click the "gears" button at the top of the CLER Main Menu (**Figure 1:2**). The Maintenance Main Page (**Figure 2:75**) is displayed.

2. Click **[System Codes]** on the Maintenance Main Page. The System Codes page (**Figure 2:79**) is displayed.

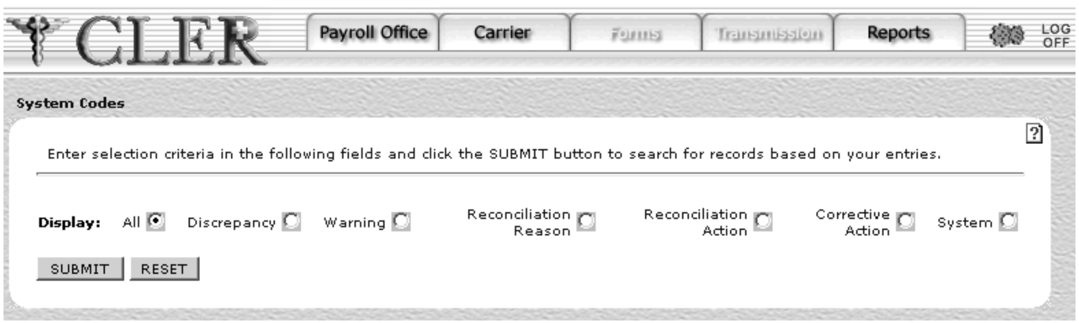


Figure 2:79. System Codes Page

3. Complete the fields on the System Codes page (**Figure 2:79**) as indicated under **System Codes Page Field Instructions** in **Part 3** and click **[Submit]**. The System Codes Search Results page (**Figure 2:80**) is displayed. For field descriptions, see **System Codes Search Results Page Field Descriptions** in **Part 3**.

Figure 2:80. System Codes Search Results Page

4. Click **[View]** next to the applicable record. The selected System Codes View page (**Figure 2:81**) is displayed. For field descriptions, see **System Codes View Page Field Descriptions** in **Part 3**.

   Note: To view another record, click your browser's Back button to return to the System Codes Search Results page and click **[View]** next to the applicable record.

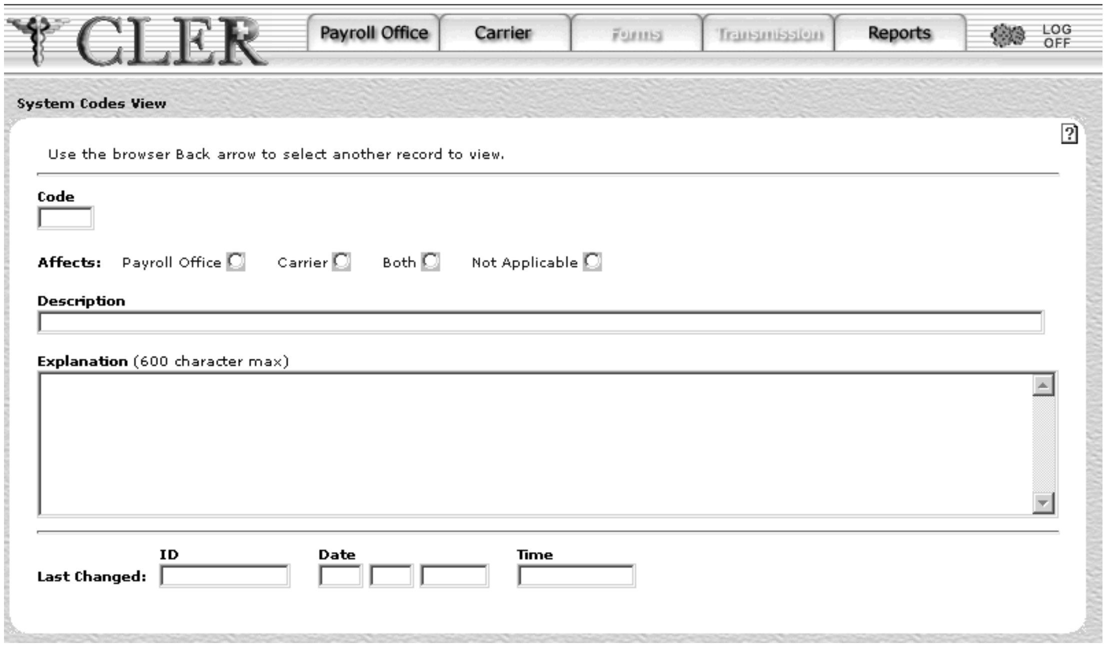


Figure 2:81. System Codes View Page

PART 3.

CLER Field Descriptions And Instructions

This part contains the following sections:

CLER Logon Field Instructions

The CLER Logon page (**Figure 1:1**) is used to access CLER. For instructions on using the CLER Logon page, see **Starting CLER** in **Part 1**.

User ID

Required, alphanumeric, 8 positions max.

Type the NFC-assigned user ID. NFC's Information System Security Office (ISSO) assigns the user IDs for access to CLER.

Password

Required, alphanumeric, 6 - 8 positions

Type the password. NFC's ISSO initially assigns a temporary password that is later changed by the user.

Change Password

Optional

To change the user's password, click the checkbox. The Change Your Password pop-up window is displayed, prompting the user to enter and confirm the new password. Type the password in the Enter New Password and Confirm New Password fields and click **[Submit]**.

Note: The password must begin with an alpha character.

Payroll Office Field Descriptions And Instructions

This section presents the following topics:

Payroll Office Information Page Field Instructions

The Payroll Office Information page (**Figure 2:2**) is used to search for payroll office information records by payroll office ID, name, etc. For instructions on using the Payroll Office Information page, see **Viewing Payroll Office Information Records** in **Part 2**.

Payroll Office ID

Optional, alphanumeric, 8 positions

Type the payroll office identification number.

Name

Optional, alphanumeric, 40 positions max.

Type the name of the payroll office.

City

Optional, alphanumeric, 25 positions max.

Type the name of the payroll office's city.

Note: If the address is an overseas military address, type FPO for fleet post office or APO for army post office in lieu of the city.

State

Optional

Click the drop-down menu and select the payroll office's state, U.S. territory, or overseas military abbreviation. For a list and descriptions of state, U.S. territory, and overseas military abbreviations, see **State, U.S. Territory, And Overseas Military Abbreviations Table** in **Part 4**.

Order By

Optional default

This field allows users to sort search results by the options listed below. If no sort option is selected, this field automatically defaults to the ID sort option. To choose a sort option, select the radio button next to one of the following values:

ID	Sorts search results by payroll office identification number.
Name	Sorts search results by payroll office name.
City	Sorts search results by payroll office city.

Payroll Office Information Search Results Page Field Descriptions

The Payroll Office Information Search Results page (**Figure 2:3**) displays a list of payroll office information records resulting from the search criteria entered on the Payroll Office Information page (**Figure 2:2**). For instructions on using the Payroll Office Information Search Results page, see **Viewing Payroll Office Information Records** in **Part 2**.

ID

No entry

This field is system generated. This is the payroll office identification number.

Name

No entry

This field is system generated. This is the name of the payroll office.

Address

No entry

This field is system generated. This is the payroll office's street or PO box address.

City

No entry

This field is system generated. This is the name of the payroll office's city.

Note: If the address is an overseas military address, this field displays FPO for fleet post office or APO for army post office in lieu of the city.

State

No entry

This field is system generated. This is the payroll office's state, U.S. territory, or overseas military abbreviation. For a list and descriptions of state, U.S. territory, and overseas military abbreviations, see **State, U.S. Territory, And Overseas Military Abbreviations Table** in **Part 4**.

ZIP

No entry

This field is system generated. This is the payroll office's ZIP Code.

Payroll Office Information View Page Field Descriptions

The Payroll Office Information View page (**Figure 2:4**) displays a selected payroll office information record. For instructions on using the Payroll Office Information View page, see **Viewing Payroll Office Information Records** in **Part 2**.

Payroll Office ID

No entry

This field is system generated. This is the payroll office identification number.

Name

No entry

This field is system generated. This is the name of the payroll office.

Address Line 1

No entry

This field is system generated. This is the first line of the payroll office's street or PO box address.

Address Line 2

No entry

This field is system generated. This is the second line of the payroll office's street or PO box address.

Address Line 3

No entry

This field is system generated. This is the third line of the payroll office's street or PO box address.

City

No entry

This field is system generated. This is the name of the payroll office's city.

Note: If the address is an overseas military address, this field displays FPO for fleet post office or APO for army post office in lieu of the city.

State

No entry

This field is system generated. This is the payroll office's state, U.S. territory, or overseas military abbreviation. For a list and descriptions of state, U.S. territory, and overseas military abbreviations, see **State, U.S. Territory, And Overseas Military Abbreviations Table** in **Part 4**.

ZIP

No entry

This field is system generated. This is the payroll office's ZIP Code.

Country

No entry

This field is system generated. This is the payroll office's country code. For a list and descriptions of country codes, see **Country Codes Table** in **Part 4**.

Start Date

No entry

This field is system generated. This is the first date the payroll office will be valid.

End Date

No entry

This field is system generated. This is the last date the payroll office will be valid.

Error Threshold

No entry

This field is system generated. This is the number or percentage of errors permitted for the payroll office before a transmission file is rejected.

Threshold Type

No entry

This field is system generated. This is a measure of the error threshold. The code **P** represents percent and code **N** represents number.

Transmission File Name

No entry

This field is system generated. This is the name of the quarterly transmission file sent by the payroll office.

Last Changed

ID

No entry

This field is system generated. This is the user identification number of the individual who made the most recent change to the record.

Date

No entry

This field is system generated. This is the date of the most recent change.

Time

No entry

This field is system generated. This is the time of the most recent change.

Payroll Office Contacts Page Field Instructions

The Payroll Office Contacts page (**Figure 2:6**) is used to search for payroll office contact records by payroll office ID, type code, etc. For instructions on using the Payroll Office Contacts page, see **Viewing Payroll And Personnel Office Contact Records** in **Part 2**.

Payroll Office ID

Optional, alphanumeric, 8 positions

Type the payroll office identification number.

Type

Optional

The Type code indicates whether the payroll office contact is an administrative contact or a technical contact. To select the Type code, click the drop-down menu and select either **`General`** for an administrative contact or **`Technical`** for a technical contact.

Display

Optional default

This field allows users to display search results by the options listed below. If no display option is selected, this field automatically defaults to the All display option. To choose a display option, select the radio button next to one of the following values:

`All`	Displays all contacts for the payroll office ID and type code entered.
`Active`	Displays active contacts for the payroll office ID and type code entered.
`Inactive`	Displays inactive contacts for the payroll office ID and type code entered.

Order By

Optional default

This field allows users to sort search results by the options listed below. If no sort option is selected, this field automatically defaults to the ID sort option. To choose a sort option, select the radio button next to one of the following values:

`ID`	Sorts search results by payroll office ID.
`Type`	Sorts search results by type code.

Personnel Office Contacts Page Field Instructions

The Personnel Office Contacts page (**Figure 2:9**) is used to search for personnel office contact records by payroll office ID, personnel office ID, etc. For instructions on using the Personnel Office Contacts page, see **Viewing Payroll And Personnel Office Contact Records** in **Part 2**.

Payroll Office ID

Optional, alphanumeric, 8 positions

Type the payroll office identification number.

Personnel Office ID

Optional, alphanumeric, 4 positions

Type the personnel office identification number.

Type

Optional

The Type code indicates whether the personnel office contact is an administrative contact or a technical contact. To select the Type code, click the drop-down menu and select either **`General`** for an administrative contact or **`Technical`** for a technical contact.

Display

Optional default

This field allows users to display search results by the options listed below. If no display option is selected, this field automatically defaults to the All display option. To choose a display option, select the radio button next to one of the following values:

`All`	Displays all contacts for the payroll office ID, personnel office ID, and type code entered.
`Active`	Displays active contacts for the payroll office ID, personnel office ID, and type code entered.
`Inactive`	Displays inactive contacts for the payroll office ID, personnel office ID, and type code entered.

Order By

Optional default

This field allows users to sort search results by the options listed below. If no sort option is selected, this field automatically defaults to the ID sort option. To choose a sort option, select the radio button next to one of the following values:

`ID`	Sorts search results by payroll office ID.
`POI`	Sorts search results by personnel office ID.
`Type`	Sorts search results by type code.

Payroll Office Contacts Search Results Page Field Descriptions

The Payroll Office Contacts Search Results page (**Figure 2:7**) displays a list of payroll office contact records resulting from the search criteria entered on the Payroll Office Contacts page (**Figure 2:6**). For instructions on using the Payroll Office Contacts Search Results page, see **Viewing Payroll And Personnel Office Contact Records** in **Part 2**.

ID

No entry

This field is system generated. This is the payroll office identification number.

Type

No entry

This field is system generated. The **`General`** type code indicates the payroll office contact holds an administrative position. The **`Technical`** type code indicates the payroll office contact holds a technical position.

Status

No entry

This field is system generated. **`Active`** indicates that the record has been activated in CLER. **`Inactive`** indicates that the record has been inactivated in CLER.

Name

No entry

This field is system generated. This is the name of the payroll office contact.

Phone

No entry

This field is system generated. This is the payroll office contact's telephone number.

Email

No entry

This field is system generated. This is the payroll office contact's e-mail address.

Personnel Office Contacts Search Results Page Field Descriptions

The Personnel Office Contacts Search Results page (**Figure 2:10**) displays a list of personnel office contact records resulting from the search criteria entered on the Personnel Office Contacts page (**Figure 2:9**). For instructions on using the Personnel Office Contacts Search Results page, see **Viewing Payroll And Personnel Office Contact Records** in **Part 2**.

ID

No entry

This field is system generated. This is the payroll office identification number.

POI

No entry

This field is system generated. This is the personnel office identification number.

Type

No entry

This field is system generated. The **General** type code indicates the personnel office contact holds an administrative position. The **Technical** type code indicates the personnel office contact holds a technical position.

Status

No entry

This field is system generated. **Active** indicates that the record has been activated in CLER. **Inactive** indicates that the record has been inactivated in CLER.

Name

No entry

This field is system generated. This is the name of the personnel office contact.

Phone

No entry

This field is system generated. This is the personnel office contact's telephone number.

Email

No entry

This field is system generated. This is the personnel office contact's e-mail address.

Payroll Office Contacts View Page Field Descriptions

The Payroll Office Contacts View page (**Figure 2:8**) displays a selected payroll office contact record. For instructions on using the Payroll Office Contacts View page, see **Viewing A Payroll Office Contact Record** in **Part 2**.

Payroll Office ID

No entry

This field is system generated. This is the payroll office identification number.

Type

No entry

This field is system generated. The **`General`** type code indicates the payroll office contact holds an administrative position. The **`Technical`** type code indicates the payroll office contact holds a technical position.

Role

No entry

This field is system generated. This is the title, position, etc., of the payroll office contact.

Name

No entry

This field is system generated. This is the name of the payroll office contact.

Address Line 1

No entry

This field is system generated. This is the first line of the payroll office contact's street or PO box address.

Address Line 2

No entry

This field is system generated. This is the second line of the payroll office contact's street or PO box address.

Address Line 3

No entry

This field is system generated. This is the third line of the payroll office contact's street or PO box address.

City

No entry

This field is system generated. This is the name of the payroll office contact's city.

Note: If the address is an overseas military address, this field displays FPO for fleet post office or APO for army post office in lieu of the city.

State

No entry

This field is system generated. This is the payroll office contact's state, U.S. territory, or overseas military abbreviation. For a list and descriptions of state, U.S. territory, and overseas military abbreviations, see **State, U.S. Territory, And Overseas Military Abbreviations Table** in **Part 4**.

ZIP

No entry

This field is system generated. This is the payroll office contact's ZIP Code.

Country

No entry

This field is system generated. This is the payroll office contact's country code. For a list and descriptions of country codes, see **Country Codes Table** in **Part 4**.

Phone Number

No entry

This field is system generated. This is the payroll office contact's telephone number.

Fax Number

No entry

This field is system generated. This is the payroll office contact's fax number.

Email Address

No entry

This field is system generated. This is the payroll office contact's e-mail address.

Remarks

No entry

This field is system generated. These are remarks about this record.

Last Changed

ID

No entry

This field is system generated. This is the user identification number of the individual who made the most recent change to the record.

Date

No entry

This field is system generated. This is the date of the most recent change.

Time

No entry

This field is system generated. This is the time of the most recent change.

Personnel Office Contacts View Page Field Descriptions

The Personnel Office Contacts View page (**Figure 2:11**) displays a selected personnel office contact record. For instructions on using the Personnel Office Contacts View page, see **Viewing A Personnel Office Contact Record** in **Part 2**.

Payroll Office ID

No entry

This field is system generated. This is the payroll office identification number.

Personnel Office ID

No entry

This field is system generated. This is the personnel office identification number.

Type

No entry

This field is system generated. The **`General`** type code indicates the personnel office contact holds an administrative position. The **`Technical`** type code indicates the personnel office contact holds a technical position.

Role

No entry

This field is system generated. This is the title, position, etc., of the personnel office contact.

Name

No entry

This field is system generated. This is the name of the personnel office contact.

Address Line 1

No entry

This field is system generated. This is the first line of the personnel office contact's street or PO box address.

Address Line 2

No entry

This field is system generated. This is the second line of the personnel office contact's street or PO box address.

Address Line 3

No entry

This field is system generated. This is the third line of the personnel office contact's street or PO box address.

City

No entry

This field is system generated. This is the name of the personnel office contact's city.

Note: If the address is an overseas military address, this field displays FPO for fleet post office or APO for army post office in lieu of the city.

State

No entry

This field is system generated. This is the personnel office contact's state, U.S. territory, or overseas military abbreviation. For a list and descriptions of state, U.S. territory, and overseas military abbreviations, see **State, U.S. Territory, And Overseas Military Abbreviations Table** in **Part 4**.

ZIP

No entry

This field is system generated. This is the personnel office contact's ZIP Code.

Country

No entry

This field is system generated. This is the personnel office contact's country code. For a list and descriptions of country codes, see **Country Codes Table** in **Part 4**.

Phone Number

No entry

This field is system generated. This is the personnel office contact's telephone number.

Fax Number

No entry

This field is system generated. This is the personnel office contact's fax number.

Email Address

No entry

This field is system generated. This is the personnel office contact's e-mail address.

Remarks

No entry

This field is system generated. These are remarks about this record.

Last Changed

ID

No entry

This field is system generated. This is the user identification number of the individual who made the most recent change to the record.

Date

No entry

This field is system generated. This is the date of the most recent change.

Time

No entry

This field is system generated. This is the time of the most recent change.

▶Payroll Office Enrollees Page Field Instructions

The Payroll Office Enrollees page (**Figure 2:12**) is used to search for payroll office enrollee records by payroll office ID, year, etc. For instructions on using the Payroll Office Enrollees page, see **Maintaining Payroll Office Enrollee Records Marked With Discrepancy Code 163** in **Part 2**.

Note: Entry of at least two optional fields (e.g., Agency, POI, etc.) is required for the search, unless you complete the **entire** SSN or Other ID field, in which case, no other entries are needed.

Payroll Office ID

Required

Click the drop-down menu and select the payroll office identification number.

Year

Optional default

Click the drop-down menu and select the reconciliation year. If no year is selected, this field automatically defaults to the current reconciliation year.

Quarter

Optional default

Click the drop-down menu and select the reconciliation quarter. If no quarter is selected, this field automatically defaults to the current reconciliation quarter.

Agency

Optional, alphanumeric, 4 positions

Type the agency identification code of the office where the enrollee is employed (example: AG90 for U.S. Department of Agriculture, Office of the Chief Financial Officer).

POI

Optional, alphanumeric, 4 positions

Type the personnel office identifier of the office where the enrollee's records are maintained.

Carrier

Optional, alphanumeric, 4 positions

Type your company's carrier code. Only the carrier code for your company should be typed in this field. If the carrier code is not typed, this field defaults to your company's carrier code.

Enrollment Code

Optional, alphanumeric, 3 positions

Type the enrollment code.

SSN

To search for a specific enrollee record by social security number (SSN), or to search for a range of enrollee records by a range of SSNs, complete the fields as described below.

Note: A search for enrollee records by **complete** enrollee SSNs will display the records without the need to complete another optional data entry field (e.g., Agency, POI, etc.) on this page.

From

Optional, numeric, 9 positions max.

To search for a specific enrollee record by SSN, type the SSN and skip the To field.

To search for a range of enrollee records by a range of SSNs, type the SSN that starts the range, then go to the To field.

To

Optional, numeric, 9 positions max.

When searching for a range of enrollee records by a range of SSNs, type the SSN that ends the range; otherwise, leave blank.

Other ID

These fields are used by the Retirement Services Program (RSP) and Office of Workers' Compensation Programs (OWCP). RSP personnel use these fields to search for enrollee records by civil service annuitant (CSA) or civil service final (CSF) identifier. OWCP personnel use these fields to search for enrollee records by claim identifier. To search for enrollee records using these fields, follow the instructions below.

Note: A search for enrollee records by **complete** Other IDs will display the records without the need to complete another optional data entry field (e.g., Agency, POI, etc.) on this page.

From

Optional, alphanumeric, 15 positions max.

To search for a specific enrollee record by Other ID, type the Other ID and skip the To field.

To search for a range of enrollee records by a range of Other IDs, type the Other ID that starts the range, then go to the To field.

Note for RSP: Type the CSA or CSF identifier without the first two characters (i.e., CS). For example, the CSA identifier is typed as AXXXXXXXX, and the CSF identifier is typed as FXXXXXXXX.

To

Optional, alphanumeric, 15 positions max.

When searching for a range of enrollee records by a range of Other IDs, type the Other ID that ends the range; otherwise, leave blank.

Last Name

Optional, alphanumeric, 25 positions max.

Type the enrollee's last name. If the enrollee has a title (e.g., Jr, Sr, I, II, or III), it should be entered after the last name without punctuation (e.g., Smith Jr or Smith III). If there is a case of an enrollee having only one name, enter that one name in this field.

First Name

Optional, alphanumeric, 12 positions max.

Type the enrollee's first name. This must be provided with the exception of when an enrollee has only one name.

Middle Name

Optional, alphanumeric, 12 positions max.

Type the enrollee's middle name.

Display

Optional default

This field allows users to display search results by the options listed below. If no display option is selected, this field automatically defaults to the All Records display option. To choose a display option, select the radio button next to one of the following values:

All Records	Displays all records related to the search criteria.
Matches	Displays all matched records related to the search criteria.
No Matches	Displays records with no matches related to the search criteria. No Matches are discrepancies where the carrier record is not found.
Discrepancies	Displays all records with discrepancies related to the search criteria.
Warnings	Displays all records with warnings related to the search criteria.
Unreconciled	Displays all records with unreconciled discrepancies related to the search criteria. Unreconciled discrepancies are discrepancies where the payroll office has not entered a reconciliation reason or reconciliation action code.
Reconciled	Displays all records with reconciled discrepancies related to the search criteria.
Confirmed	Displays all records with confirmed discrepancies related to the search criteria. Confirmed discrepancies are discrepancies where the carrier is in agreement with the payroll office's reconciliation reason and reconciliation action.
Disputed	Displays all records with disputed discrepancies related to the search criteria. Disputed discrepancies are discrepancies where the carrier is not in agreement with the payroll office's reconciliation reason and reconciliation action.
Not Validated	Displays all records with discrepancies that are not validated. Not Validated discrepancies are discrepancies that the carrier has not yet agreed that the agency's reconciliation reason and actions are correct.

Order By

1st

Optional default

This field allows users to sort search results by the options listed below. If no sort option is selected, this field automatically defaults to the Name sort option. To choose a sort option, click the drop-down menu and select one of the following options to display the selected criteria in first sort search order:

Agency	Sorts search results by agency code.
Carrier	Sorts search results by carrier code.
Enrollment Code	Sorts search results by enrollment code.
Fail Count	Sorts search results by the number of times a discrepancy or warning record has failed the quarterly edit process.
Name	Sorts search results by enrollee name.
Pers. Office ID	Sorts search results by personnel office identification number.

SSNO	Sorts search results by enrollee social security number.
Other ID	Sorts search results by the identifier used by RSP/OWCP to identify the enrollee.

2nd

Optional default

This field allows users to sort search results by the options listed below. If no sort option is selected, this field automatically defaults to the SSNO sort option. To choose a sort option, click the drop-down menu and select one of the following options to display the selected criteria in second sort search order:

Agency	Sorts search results by agency code.
Carrier	Sorts search results by carrier code.
Enrollment Code	Sorts search results by enrollment code.
Fail Count	Sorts search results by the number of times a discrepancy or warning record has failed the quarterly edit process.
Name	Sorts search results by enrollee name.
Pers. Office ID	Sorts search results by personnel office identification number.
SSNO	Sorts search results by enrollee social security number.
Other ID	Sorts search results by the identifier used by RSP/OWCP to identify the enrollee.

3rd

Optional

Click the drop-down menu and select one of the following options to display the selected criteria in third sort search order:

Agency	Sorts search results by agency code.
Carrier	Sorts search results by carrier code.
Enrollment Code	Sorts search results by enrollment code.
Fail Count	Sorts search results by the number of times a discrepancy or warning record has failed the quarterly edit process.
Name	Sorts search results by enrollee name.
Pers. Office ID	Sorts search results by personnel office identification number.
SSNO	Sorts search results by enrollee social security number.
Other ID	Sorts search results by the identifier used by RSP/OWCP to identify the enrollee.

4th

Optional

Click the drop-down menu and select one of the following options to display the selected criteria in fourth sort search order:

Agency	Sorts search results by agency code.
Carrier	Sorts search results by carrier code.
Enrollment Code	Sorts search results by enrollment code.
Fail Count	Sorts search results by the number of times a discrepancy or warning record has failed the quarterly edit process.

Name	Sorts search results by enrollee name.
Pers. Office ID	Sorts search results by personnel office identification number.
SSNO	Sorts search results by enrollee social security number.
Other ID	Sorts search results by the identifier used by RSP/OWCP to identify the enrollee.

5th

Optional

Click the drop-down menu and select one of the following options to display the selected criteria in fifth sort search order:

Agency	Sorts search results by agency code.
Carrier	Sorts search results by carrier code.
Enrollment Code	Sorts search results by enrollment code.
Fail Count	Sorts search results by the number of times a discrepancy or warning record has failed the quarterly edit process.
Name	Sorts search results by enrollee name.
Pers. Office ID	Sorts search results by personnel office identification number.
SSNO	Sorts search results by enrollee social security number.
Other ID	Sorts search results by the identifier used by RSP/OWCP to identify the enrollee.

6th

Optional

Click the drop-down menu and select one of the following options to display the selected criteria in sixth sort search order:

Agency	Sorts search results by agency code.
Carrier	Sorts search results by carrier code.
Enrollment Code	Sorts search results by enrollment code.
Fail Count	Sorts search results by the number of times a discrepancy or warning record has failed the quarterly edit process.
Name	Sorts search results by enrollee name.
Pers. Office ID	Sorts search results by personnel office identification number.
SSNO	Sorts search results by enrollee social security number.
Other ID	Sorts search results by the identifier used by RSP/OWCP to identify the enrollee.

◄

►Payroll Office Enrollees Search Results Page Field Descriptions

The Payroll Office Enrollees Search Results page (**Figure 2:13**) displays a list of payroll office enrollee records resulting from the search criteria entered on the Payroll Office

Enrollees page (**Figure 2:12**). Only payroll office enrollee records marked with **Discrepancy Code 163** are displayed. For instructions on using the Payroll Office Enrollees Search Results page, see **Maintaining Payroll Office Enrollee Records Marked With Discrepancy Code 163** in **Part 2**.

Note: The Payroll Office Enrollees Search Results (Other ID) page (**Figure 2:14**) is displayed when **24900002**, **24900003**, or **160099XX** is entered in the Payroll Office ID field on the Payroll Office Enrollees page.

Payroll Office ID

No entry

This field is system generated. This is the payroll office identification number.

Year

No entry

This field is system generated. This is the reconciliation year.

Quarter

No entry

This field is system generated. This is the reconciliation quarter.

Other ID

No entry

This field is system generated. This field is used by the Retirement Services Program (RSP) and Office of Workers' Compensation Programs (OWCP). RSP personnel use this field to reference an enrollee's civil service annuitant or civil service final identifier. OWCP personnel use this field to reference an enrollee's claim identifier.

Note: The Agency and POI fields are displayed in lieu of this field when a payroll office identification number other than **24900002**, **24900003**, or **160099XX** is entered in the Payroll Office ID field on the Payroll Office Enrollees page.

Enrollee SSN

No entry

This field is system generated. This is the enrollee's social security number.

Last Name

No entry

This field is system generated. This is the enrollee's last name.

First Name

No entry

This field is system generated. This is the enrollee's first name.

Carrier

No entry

This field is system generated. This is the carrier code.

Code

No entry

This field is system generated. This is the enrollment code.

Agency

No entry

This field is system generated. This is the agency identification code of the office where the enrollee is employed (example: AG90 for U.S. Department of Agriculture, Office of the Chief Financial Officer).

Note: The Other ID field is displayed in lieu of this field when **24900002**, **24900003**, or **160099XX** is entered in the Payroll Office ID field on the Payroll Office Enrollees page.

POI

No entry

This field is system generated. This is the personnel office identifier of the office where the enrollee's records are maintained.

Note: The Other ID field is displayed in lieu of this field when **24900002**, **24900003**, or **160099XX** is entered in the Payroll Office ID field on the Payroll Office Enrollees page.

Discrepancies

No entry

This field is system generated. **Discrepancy Code 163** is displayed. For a detailed explanation of **Discrepancy Code 163**, see **Discrepancy Codes Table**. in **Part 4**.

Note: Check marks are displayed next to discrepancy codes that have been addressed by agencies and carriers. Red check marks are displayed next to discrepancies that have been addressed by agencies. Green check marks are displayed next to discrepancies that have been addressed by carriers. To display the most current check marks, click **[Refresh]** at the top of the Payroll Office Enrollees Search Results page.

Fail Count

No entry

This field is system generated. This is the number of times this record has failed the quarterly edit process.

◄

►Payroll Office Enrollees View Page Field Descriptions

The Payroll Office Enrollees View page (**Figure 2:15**) displays a payroll office enrollee record that is marked with **Discrepancy Code 163**. For instructions on using the Payroll Office Enrollees View page, see **Viewing A Payroll Office Enrollee Record Marked With Discrepancy Code 163** in **Part 2**.

Note: If this page is displayed by clicking the **[Matching]** button on the Carrier Enrollees View page (**Figure 2:46**), the information displayed is limited to the payroll office identification number, carrier identifier, enrollment effective date, and the year and quarter the payroll office enrollee record was submitted. For instructions on using the Payroll Office Enrollees View page in this instance, see **Viewing A Matching Payroll Office Enrollee Record Or Duplicate Carrier Enrollee Record** in **Part 2**.

Payroll Office ID

No entry

This field is system generated. This is the payroll office identification number.

Year

No entry

This field is system generated. This is the reconciliation year.

Quarter

No entry

This field is system generated. This is the reconciliation quarter.

Submission

No entry

This field is system generated. This is the transmission submission for this enrollee record.

Agency

No entry

This field is system generated. This is the agency identification code of the office where the enrollee is employed (example: AG90 for U.S. Department of Agriculture, Office of the Chief Financial Officer).

POI

No entry

This field is system generated. This is the personnel office identifier of the office where the enrollee's records are maintained.

Carrier

No entry

This field is system generated. This is the carrier code.

Enrollment Code

No entry

This field is system generated. This is the enrollment code.

SSN

No entry

This field is system generated. This is the enrollee's social security number.

Last Name

No entry

This field is system generated. This is the enrollee's last name.

First Name

No entry

This field is system generated. This is the enrollee's first name.

Middle Name

No entry

This field is system generated. This is the enrollee's middle name.

Effective Date

No entry

This field is system generated. This is the effective date of the enrollment.

Amount

No entry

This field is system generated. This the enrollee's withholding/premium.

Deceased Annuitant SSN

No entry

This field is system generated. This is the deceased annuitant enrollee's social security number.

Pseudo SSN

No entry

This field is system generated. This is the pseudo social security number used by the agency and carrier to identify the enrollee.

Other Payroll ID

No entry

This field is system generated. This is an identifier used by the agency to identify the enrollee.

Other Carrier ID

No entry

This field is system generated. This is an identifier used by the carrier to identify the enrollee.

Submitter Use #1

No entry

This field is system generated. These are remarks that were entered by the organization that created the record.

Submitter Use #2

No entry

This field is system generated. These are remarks that were entered by the organization that created the record.

Submitter Use #3

No entry

This field is system generated. These are remarks that were entered by the organization that created the record.

Date Processed

No entry

This field is system generated. This is the date the record was processed.

Time Processed

No entry

This field is system generated. This is the time the record was processed.

Source

No entry

This field is system generated. This is the source of transmission data indicator. The value in the first position equals **M** for mainframe or **S** for server. The value in the second position equals **T** for transmission or **M** for manual entry.

Fail Count

No entry

This field is system generated. This is the number of times this record has failed the quarterly edit process.

Select another discrepancy

Optional

If multiple discrepancies are shown, click each discrepancy number to view the corresponding code and message.

Discrepancy

No entry

This field is system generated. **Discrepancy Code 163** is displayed. A short description is displayed next to the code. To view a detailed explanation of this code, click **[Explain]** or see **Discrepancy Codes Table** in **Part 4**.

Reconciliation Reason

No entry

This field is system generated. This code identifies the cause of a discrepancy as reported by the agency. A short description is displayed next to the code. To view a detailed explanation of the reconciliation reason code, click **[Explain]** or see **Reconciliation Reason Codes Table** in **Part 4**.

Reconciliation Action

No entry

This field is system generated. This code identifies the action requested by the agency to resolve a discrepancy. A short description is displayed next to the code. To view a detailed explanation of the reconciliation action code, click **[Explain]** or see **Reconciliation Action Codes Table** in **Part 4**.

Corrective Action

No entry

This field is system generated. This code identifies the carrier's response to the reconciliation action code displayed in the Reconciliation Action field. A short description is displayed next to the code. To view a detailed explanation of the carrier's corrective action response code, click **[Explain]** or see **Carrier Corrective Action Response Codes Table** in **Part 4**.

Payroll Office Comments

No entry

This field is system generated. These are the agency's comments.

Carrier Comments

No entry

This field is system generated. These are the carrier's comments.

Last Payroll Update

ID

No entry

This field is system generated. This is the user identification number of the payroll office representative who made the most recent change to the record.

Date

No entry

This field is system generated. This is the date of the most recent change.

Time

No entry

This field is system generated. This is the time of the most recent change.

Last Carrier Update

ID

No entry

This field is system generated. This is the user identification number of the carrier representative who made the most recent change to the record.

Date

No entry

This field is system generated. This is the date of the most recent change.

Time

No entry

This field is system generated. This is the time of the most recent change.

◀

▶Carrier Enrollees Reconcile Page Field Instructions

The Carrier Enrollees Reconcile page (**Figure 2:16**) is used to reconcile a payroll office enrollee record that is marked with **Discrepancy Code 163**. For instructions on using the Carrier Enrollees Reconcile page, see **Reconciling A Payroll Office Enrollee Record Marked With Discrepancy Code 163**.

Payroll Office ID

No entry

This field is system generated. This is the payroll office identification number.

Year

No entry

This field is system generated. This is the reconciliation year.

Quarter

No entry

This field is system generated. This is the reconciliation quarter.

Submission

No entry

This field is system generated. This is the transmission submission for this enrollee record.

Agency

No entry

This field is system generated. This is the agency identification code of the office where the enrollee is employed (example: AG90 for U.S. Department of Agriculture, Office of the Chief Financial Officer).

POI

No entry

This field is system generated. This is the personnel office identifier of the office where the enrollee's records are maintained.

Carrier

No entry

This field is system generated. This is the carrier code.

Enrollment Code

No entry

This field is system generated. This is the enrollee's enrollment code.

SSN

No entry

This field is system generated. This is the enrollee's social security number.

Last Name

No entry

This field is system generated. This is the enrollee's last name.

First Name

No entry

This field is system generated. This is the enrollee's first name.

Middle Name

No entry

This field is system generated. This is the enrollee's middle name.

Effective Date

No entry

This field is system generated. This is the effective date of the enrollment.

Amount

No entry

This field is system generated. This is the withholding/premium.

Deceased Annuitant SSN

No entry

This field is system generated. This is the deceased annuitant enrollee's social security number.

Pseudo SSN

No entry

This field is system generated. This is the pseudo social security number used by the agency and carrier to identify the enrollee.

Other Payroll ID

No entry

This field is system generated. This is an identifier used by the agency to identify the enrollee.

Other Carrier ID

No entry

This field is system generated. This is an identifier used by the carrier to identify the enrollee.

Submitter Use #1

No entry

This field is system generated. These are remarks that were entered by the organization that created the record.

Submitter Use #2

No entry

This field is system generated. These are remarks that were entered by the organization that created the record.

Submitter Use #3

No entry

This field is system generated. These are remarks that were entered by the organization that created the record.

Date Processed

No entry

This field is system generated. This is the date the record was processed.

Time Processed

No entry

This field is system generated. This is the time the record was processed

Source

No entry

This field is system generated. This is the source of transmission indicator. The value in the first position equals **M** for mainframe or **S** for server. The value in the second position equals **T** for transmission or **M** for manual entry.

Fail Count

No entry

This field is system generated. This is the number of times this record has failed a quarterly edit process.

Select another discrepancy

Optional

If multiple discrepancies are shown, click each discrepancy number to view the corresponding code and message.

Discrepancy

No entry

This field is system generated. **Discrepancy Code 163** is displayed. A short description is displayed next to the code. To view a detailed explanation of the discrepancy code, click **[Explain]** or see **Discrepancy Codes Table** in **Part 4**.

Reconciliation Reason

No entry

This field is system generated. This code identifies the cause of the discrepancy as reported by the agency. A short description is displayed next to the code. To view a detailed explanation of the reconciliation reason code, click **[Explain]** or see **Reconciliation Reason Codes Table** in **Part 4**.

Reconciliation Action

No entry

This field is system generated. This code identifies the action requested by the agency to resolve the discrepancy. A short description is displayed next to the code. To view a detailed explanation of the reconciliation action code, click **[Explain]** or see **Reconciliation Action Codes Table** in **Part 4**.

Corrective Action

Required

Click the drop-down menu and select the appropriate carrier corrective action code that responds to the reconciliation action code displayed in the Reconciliation Action field. A short description is displayed next to the code. To view a detailed explanation of the carrier's corrective action response code, click **[Explain]** or see **Carrier Corrective Action Response Codes Table** in **Part 4**.

Payroll Office Comments

No entry

This field is system generated. These are the payroll office's comments about this record.

Carrier Comments

Conditional, alphanumeric, 400 positions max.

Type comments about this record.

Note: If **724** was selected in the Corrective Action field, comments explaining the corrective action must be entered in this field.

Last Payroll Update

ID

No entry

This field is system generated. This is the user identification number of the payroll office representative who made the most recent change to the record.

Date

No entry

This field is system generated. This is the date of the most recent change made to the record by the payroll office.

Time

No entry

This field is system generated. This is the time of the most recent change made to the record by the payroll office.

Last Carrier Update

ID

No entry

This field is system generated. This is the user identification number of the carrier representative who made the most recent change to the record.

Date

No entry

This field is system generated. This is the date of the most recent change made to the record by the carrier.

Time

No entry

This field is system generated. This is the time of the most recent change made to the record by the carrier.

◄

Carrier Field Descriptions And Instructions

This section presents the following topics:

Carrier Information Page Field Instructions

The Carrier Information page (**Figure 2:18**) is used to search for carrier information records by carrier code, name, etc. For instructions on using the Carrier Information page, see **Viewing Carrier Information Records** in **Part 2**.

Carrier

Optional, alphanumeric, 4 positions

Type the carrier code.

Name

Optional, alphanumeric, 40 positions max.

Type the name of the carrier.

City

Optional, alphanumeric, 25 positions max

Type the name of the carrier's city.

Note: If the address is an overseas military address, type FPO for fleet post office or APO for army post office in lieu of the city.

State

Optional

Click the drop-down menu and select carrier's state, U.S. territory, or overseas military abbreviation. For a list and descriptions of state, U.S. territory, and overseas military abbreviations, see **State, U.S. Territory, And Overseas Military Abbreviations Table** in **Part 4**.

Order By

Optional default

This field allows users to sort search results by the options listed below. If no sort option is selected, this field automatically defaults to the Carrier sort option. To choose a sort option, select the radio button next to one of the following values:

`Carrier`	Sorts search results by carrier code.
`Name`	Sorts search results by name.
`City`	Sorts search results by city.
`State`	Sorts search results by state.

Carrier Information Search Results Page Field Descriptions

The Carrier Information Search Results page (**Figure 2:19**) displays a list of carrier information records resulting from the search criteria entered on the Carrier Information page (**Figure 2:18**). For instructions on using the Carrier Information Search Results page, see **Viewing Carrier Information Records** in **Part 2**.

Carrier

No entry

This field is system generated. This is the carrier code.

Name

No entry

This field is system generated. This is the name of the carrier.

Address

No entry

This field is system generated. This is the carrier's street or PO box address.

City

No entry

This field is system generated. This is the name of the carrier's city.

Note: If the address is an overseas military address, this field displays FPO for fleet post office or APO for army post office in lieu of the city.

State

No entry

This field is system generated. This is the carrier's state, U.S. territory, or overseas military abbreviation. For a list and descriptions of state, U.S. territory, and overseas military abbreviations, see **State, U.S. Territory, And Overseas Military Abbreviations Table** in **Part 4**.

ZIP

No entry

This field is system generated. This is the carrier's ZIP Code.

Carrier Information View Page Field Descriptions

The Carrier Information View page (**Figure 2:20**) displays a selected carrier information record. For instructions on using the Carrier Information View page, see **Viewing Carrier Information Records** in **Part 2**.

Carrier

No entry

This field is system generated. This is the carrier code.

Name

No entry

This field is system generated. This is the name of the carrier.

Address Line 1

No entry

This field is system generated. This is the first line of the carrier's street or PO box address.

Address Line 2

No entry

This field is system generated. This is the second line of the carrier's street or PO box address.

Address Line 3

No entry

This field is system generated. This is the third line of the carrier's street or PO box address.

City

No entry

This field is system generated. This is the name of the carrier's city.

Note: If the address is an overseas military address, this field displays FPO for fleet post office or APO for army post office in lieu of the city.

State

No entry

This field is system generated. This is the carrier's state, U.S. territory, or overseas military abbreviation. For a list and descriptions of state, U.S. territory, and overseas military abbreviations, see **State, U.S. Territory, And Overseas Military Abbreviations Table** in **Part 4**.

ZIP

No entry

This field is system generated. This is the carrier's ZIP Code.

Country

No entry

This field is system generated. This is the carrier's country code. For a list and descriptions of country codes, see **Country Codes Table** in **Part 4**.

Start Date

No entry

This field is system generated. This is the first date the carrier will be valid.

End Date

No entry

This field is system generated. This is the last date the carrier will be valid.

Last Changed

ID

No entry

This field is system generated. This is the user identification number of the individual who made the most recent change to the record.

Date

No entry

This field is system generated. This is the date of the most recent change.

Time

No entry

This field is system generated. This is the time of the most recent change.

Carrier Identifiers Page Field Instructions

The Carrier Identifiers page (**Figure 2:21**) is used to search for carrier identifier records by carrier ID. For instructions on using the Carrier Identifiers page, see **Viewing Carrier ID Records** in **Part 2**.

Carrier ID

Required, alphanumeric, 7 positions

Type the carrier identification code assigned by NFC's CLER Operations and Reconciliation Unit.

Carrier Identifiers Search Results Page Field Descriptions

The Carrier Identifiers Search Results page (**Figure 2:22**) displays a list of carrier identifier records resulting from the search criteria entered on the Carrier Identifiers page (**Figure 2:21**). For instructions on using the Carrier Identifiers Search Results page, see **Viewing Carrier ID Records** in **Part 2**.

Carrier ID

No entry

This field is system generated. This is the carrier identification code assigned by NFC's CLER Operations and Reconciliation Unit.

Name

No entry

This field is system generated. This is the name of the carrier.

Start Date

No entry

This field is system generated. This is the first date (MMDDYYYY) the carrier plan will be valid. If the date is not known, 01/01/2001 is displayed.

End Date

No entry

This field is system generated. This is the last date (MMDDYYYY) the carrier plan will be valid. If the date is not known, 12/31/9999 is displayed.

Carrier Identifiers View Page Field Descriptions

The Carrier Identifiers View page (**Figure 2:23**) displays a selected carrier identifier record. For instructions on using the Carrier Identifiers View page, see **Viewing Carrier ID Records** in **Part 2**.

Carrier ID

No entry

This field is system generated. This is the carrier identification code assigned by NFC's CLER Operations and Reconciliation Unit.

Start Date

No entry

This field is system generated. This is the first date (MMDDYYYY) the carrier plan will be valid. If the date is not known, 01/01/2001 is displayed.

End Date

No entry

This field is system generated. This is the last date (MMDDYYYY) the carrier plan will be valid. If the date is not known, 12/31/9999 is displayed.

Error Threshold

No entry

This field is system generated. This is the number or percentage of errors permitted for the carrier before a transmission file is rejected.

Threshold Type

No entry

This field is system generated. This is the threshold type. Type **P** indicates percent and type **N** indicates a number as a measure of error threshold.

Last Changed

ID

No entry

This field is system generated. This is the user identification number of the individual who made the most recent change to the record.

Date

No entry

This field is system generated. This is the date of the most recent change.

Time

No entry

This field is system generated. This is the time of the most recent change.

Carrier Enrollment Codes Page Field Instructions

The Carrier Enrollment Codes page (**Figure 2:24**) is used to search for carrier enrollment code records by carrier code, enrollment code, etc. For instructions on using the Carrier Enrollment Codes page, see **Viewing Carrier Enrollment Code Records** in **Part 2**.

Carrier

Optional, alphanumeric, 4 positions

Type the carrier code.

Enrollment Code

Optional, alphanumeric, 3 positions

Type the carrier enrollment code.

Order By

Optional default

This field allows users to sort search results by the options listed below. If no sort option is selected, this field automatically defaults to the Carrier sort option. To choose a sort option, select the radio button next to one of the following values:

`Carrier`	Sorts search results by carrier code.
`Code`	Sorts search results by carrier enrollment code.

Carrier Enrollment Codes Search Results Page Field Descriptions

The Carrier Enrollment Codes Search Results page (**Figure 2:25**) displays a list of carrier enrollment code records resulting from the search criteria entered on the Carrier Enrollment Codes page (**Figure 2:24**). For instructions on using the Carrier Enrollment Codes Search Results page, see **Viewing Carrier Enrollment Code Records** in **Part 2**.

Carrier

No entry

This field is system generated. This is the carrier code.

▶Region

No entry

This field is system generated. This is the carrier's enrollment data transmission location code assigned by NFC's CLER Operations and Reconciliation Unit.◀

Code

No entry

This field is system generated. This is the carrier enrollment code.

Name

No entry

This field is system generated. This is the name of the carrier.

Start Date

No entry

This field is system generated. This is the first date the carrier enrollment code will be valid.

End Date

No entry

This field is system generated. This is the last date the carrier enrollment code will be valid.

Carrier Enrollment Codes View Page Field Descriptions

The Carrier Enrollment Codes View page (**Figure 2:26**) displays a selected carrier enrollment code record. For instructions on using the Carrier Enrollment Codes View page, see **Viewing Carrier Enrollment Code Records** in **Part 2**.

Carrier

No entry

This field is system generated. This is the carrier code.

▶Region

No entry

This field is system generated. This is the carrier's enrollment data transmission location code assigned by NFC's CLER Operations and Reconciliation Unit.◀

Enrollment Code

No entry

This field is system generated. This is the carrier enrollment code.

Start Date

No entry

This field is system generated. This is the first date the carrier enrollment code will be valid.

End Date

No entry

This field is system generated. This is the last date the carrier enrollment code will be valid.

Last Changed

ID

No entry

This field is system generated. This is the user identification number of the individual who made the most recent change to the record.

Date

No entry

This field is system generated. This is the date of the most recent change.

Time

No entry

This field is system generated. This is the time of the most recent change.

Carrier Contacts Page Field Instructions

The Carrier Contacts page (**Figure 2:28**) is used to search for carrier contact records by carrier ID, type code, etc. For instructions on using the Carrier Contacts page, see **Maintaining Carrier And Carrier Plan Contact Records** in **Part 2**.

Carrier ID

Optional, alphanumeric, 7 positions

Type the carrier identification code assigned by NFC’s CLER Operations and Reconciliation Unit.

Type

Optional

The Type code indicates whether the carrier contact is an administrative contact or a technical contact. To select the Type code, click the drop-down menu and select either `General` for an administrative contact or `Technical` for a technical contact.

Display

Optional default

This field allows users to display search results by the options listed below. If no display option is selected, this field automatically defaults to the All display option. To choose a display option, select the radio button next to one of the following values:

`All`	Displays all contacts for the carrier ID and type code entered.
`Active`	Displays active contacts for the carrier ID and type code entered.
`Inactive`	Displays inactive contacts for the carrier ID and type code entered.

Order By

Optional default

This field allows users to sort search results by the options listed below. If no sort option is selected, this field automatically defaults to the ID sort option. To choose a sort option, select the radio button next to one of the following values:

`ID`	Sorts search results by carrier ID.
`Type`	Sorts search results by type code.

Carrier Plan Contacts Page Field Instructions

The Carrier Plan Contacts page (**Figure 2:30**) is used to search for carrier plan contact records by carrier code, plan code, etc. For instructions on using the Carrier Plan Contacts page, see **Maintaining Carrier And Carrier Plan Contact Records** in **Part 2**.

Carrier

Optional, alphanumeric, 7 positions

Type the carrier identification code.

Plan

Optional, alphanumeric, 2 positions

Type the first two positions of the carrier enrollment code.

Type

Optional

The Type code indicates whether the carrier plan contact is an administrative contact or a technical contact. To select the Type code, click the drop-down menu and select either **`General`** for an administrative contact or **`Technical`** for a technical contact.

Display

Optional default

This field allows users to display search results by the options listed below. If no display option is selected, this field automatically defaults to the All display option. To choose a display option, select the radio button next to one of the following values:

`All`	Displays all contacts for the carrier code and type code entered.
`Active`	Displays active contacts for the carrier code and type code entered.
`Inactive`	Displays inactive contacts for the carrier code and type code entered.

Order By

Optional default

This field allows users to sort search results by the options listed below. If no sort option is selected, this field automatically defaults to the Carrier sort option. To choose a sort option, select the radio button next to one of the following values:

`Carrier`	Sorts search results by carrier code.
`Plan`	Sorts search results by plan code.
`Type`	Sorts search results by type code.

Carrier Contacts Add Page Field Instructions

The Carrier Contacts Add page (**Figure 2:29**) is used to add a carrier contact record. For instructions on using the Carrier Contacts Add page, see **Adding A Carrier Contact Record** in **Part 2**.

Carrier ID

Required

Click the drop-down menu and select the carrier identification code assigned by NFC's CLER Operations and Reconciliation Unit.

Type

Required

The Type code indicates whether the carrier contact is an administrative contact or a technical contact. To select the Type code, click the drop-down menu and select either **`General`** for an administrative contact or **`Technical`** for a technical contact.

Role

Optional, alphanumeric, 40 positions max.

Type the title, position, etc., of the carrier contact.

Name

Optional, alphanumeric, 30 positions max.

Type the name of the carrier contact.

Address Line 1

Optional, alphanumeric, 40 positions max.

Type the first line of the carrier contact's street or PO box address.

Address Line 2

Optional, alphanumeric, 40 positions max.

Type the second line of the carrier contact's street or PO box address.

Address Line 3

Optional, alphanumeric, 40 positions max.

Type the third line of the carrier contact's street or PO box address.

City

Optional, alphanumeric, 25 positions max.

Type the name of the carrier contact's city.

Note: If the address is an overseas military address, type FPO for fleet post office or APO for army post office in lieu of the city.

State

Optional

Click the drop-down menu and select the carrier contact's state, U.S. territory, or overseas military abbreviation. For a list and descriptions of state, U.S. territory, and overseas military abbreviations, see **State, U.S. Territory, And Overseas Military Abbreviations Table** in **Part 4**.

ZIP

Optional, alphanumeric, 11 positions max.

Type the carrier contact's ZIP Code.

Country

Optional

Click the drop-down menu and select the carrier contact's country code. For a list and descriptions of country codes, see **Country Codes Table** in **Part 4**.

Phone Number

Optional, alphanumeric, 25 positions max.

Type the carrier contact's telephone number.

Fax Number

Optional, alphanumeric, 25 positions max.

Type the carrier contact's fax number.

Email Address

Optional, alphanumeric, 60 positions max.

Type the carrier contact's e-mail address.

Remarks

Optional, alphanumeric, 80 positions max.

Type remarks about this record.

Carrier Plan Contacts Add Page Field Instructions

The Carrier Plan Contacts Add page (**Figure 2:31**) is used to add a carrier plan contact record. For instructions on using the Carrier Plan Contacts Add page, see **Adding A Carrier Plan Contact Record** in **Part 2**.

Carrier	*Required* Click the drop-down menu and select the carrier identification code.
Plan	*Required, alphanumeric, 2 positions* Type the first two positions of the carrier enrollment code.
Type	*Required* The Type code indicates whether the carrier plan contact is an administrative contact or a technical contact. To select the Type code, click the drop-down menu and select either **`General`** for an administrative contact or **`Technical`** for a technical contact.
Role	*Optional, alphanumeric, 40 positions max.* Type the title, position, etc., of the carrier plan contact.
Name	*Optional, alphanumeric, 30 positions max.* Type the name of the carrier plan contact.
Address Line 1	*Optional, alphanumeric, 40 positions max.* Type the first line of the carrier plan contact's street or PO box address.
Address Line 2	*Optional, alphanumeric, 40 positions max.* Type the second line of the carrier plan contact's street or PO box address.
Address Line 3	*Optional, alphanumeric, 40 positions max.* Type the third line of the carrier plan contact's street or PO box address.
City	*Optional, alphanumeric, 25 positions max.* Type the name of the carrier plan contact's city. **Note:** If the address is an overseas military address, type FPO for fleet post office or APO for army post office in lieu of the city.
State	*Optional* Click the drop-down menu and select the carrier plan contact's state, U.S. territory, or overseas military abbreviation. For a list and descriptions of state, U.S. territory, and overseas military abbreviations, see **State, U.S. Territory, And Overseas Military Abbreviations Table** in **Part 4**.
ZIP	*Optional, alphanumeric, 11 positions max.* Type the carrier plan contact's ZIP Code.

Country

Optional

Click the drop-down menu and select the carrier plan contact's country code. For a list and descriptions of country codes, see **Country Codes Table** in **Part 4**.

Phone Number

Optional, alphanumeric, 25 positions max.

Type the carrier plan contact's telephone number.

Fax Number

Optional, alphanumeric, 25 positions max.

Type the carrier plan contact's fax number.

Email Address

Optional, alphanumeric, 60 positions max.

Type the carrier plan contact's e-mail address.

Remarks

Optional, alphanumeric, 80 positions max.

Type remarks about this record.

Carrier Contacts Search Results Page Field Descriptions

The Carrier Contacts Search Results page (**Figure 2:32**) displays a list of carrier contact records resulting from the search criteria entered on the Carrier Contacts page (**Figure 2:28**). For instructions on using the Carrier Contacts Search Results page, see **Maintaining Carrier And Carrier Plan Contact Records** in **Part 2**.

Carrier ID

No entry

This field is system generated. This is the carrier identification code assigned by NFC's CLER Operations and Reconciliation Unit.

Type

No entry

This field is system generated. The **`General`** type code indicates the carrier contact holds an administrative position. The **`Technical`** type code indicates the carrier contact holds a technical position.

Status

No entry

This field is system generated. **`Active`** indicates that the record has been activated in CLER. **`Inactive`** indicates that the record has been inactivated in CLER.

Name

No entry

This field is system generated. This is the name of the carrier contact.

Phone

No entry

This field is system generated. This is the carrier contact's telephone number.

Email

No entry

This field is system generated. This is the carrier contact's e-mail address.

Carrier Plan Contacts Search Results Page Field Descriptions

The Carrier Plan Contacts Search Results page (**Figure 2:34**) displays a list of carrier plan contact records resulting from the search criteria entered on the Carrier Plan Contacts page (**Figure 2:30**). For instructions on using the Carrier Plan Contacts Search Results page, see **Maintaining Carrier And Carrier Plan Contact Records** in **Part 2**.

Carrier

No entry

This field is system generated. This is the carrier identification code.

Plan

No entry

This field is system generated. This code consists of the first two positions of the carrier enrollment code.

Type

No entry

This field is system generated. The **`General`** type code indicates the carrier plan contact holds an administrative position. The **`Technical`** type code indicates the carrier plan contact holds a technical position.

Status

No entry

This field is system generated. **`Active`** indicates that the record has been activated in CLER. **`Inactive`** indicates that the record has been inactivated in CLER.

Name

No entry

This field is system generated. This is the name of the carrier plan contact.

Phone

No entry

This field is system generated. This is the carrier plan contact's telephone number.

Email

No entry

This field is system generated. This is the carrier plan contact's e-mail address.

Carrier Contacts View Page Field Descriptions

The Carrier Contacts View page (**Figure 2:33**) displays a selected carrier contact record. For instructions on using the Carrier Contacts View page, see **Viewing A Carrier Contact Record** in **Part 2**.

Carrier ID

No entry

This field is system generated. This is the carrier identification code assigned by NFC's CLER Operations and Reconciliation Unit.

Type

No entry

This field is system generated. The **`General`** type code indicates the carrier contact holds an administrative position. The **`Technical`** type code indicates the carrier contact holds a technical position.

Role

No entry

This field is system generated. This is the title, position, etc., of the carrier contact.

Name

No entry

This field is system generated. This is the name of the carrier contact.

Address Line 1

No entry

This field is system generated. This is the first line of the carrier contact's street or PO box address.

Address Line 2

No entry

This field is system generated. This is the second line of the carrier contact's street or PO box address.

Address Line 3

No entry

This field is system generated. This is the third line of the carrier contact's street or PO box address.

City

No entry

This field is system generated. This is the name of the carrier contact's city.

Note: If the address is an overseas military address, this field displays FPO for fleet post office or APO for army post office in lieu of the city.

State

No entry

This field is system generated. This is the carrier contact's state, U.S. territory, or overseas military abbreviation. For a list and descriptions of state, U.S. territory, and overseas military abbreviations, see **State, U.S. Territory, And Overseas Military Abbreviations Table** in **Part 4**.

ZIP

No entry

This field is system generated. This is the carrier contact's ZIP Code.

Country

No entry

This field is system generated. This is the carrier contact's country code. For a list and descriptions of country codes, see **Country Codes Table** in **Part 4**.

Phone Number

No entry

This field is system generated. This is the carrier contact's telephone number.

Fax Number

No entry

This field is system generated. This is the carrier contact's fax number.

Email Address

No entry

This field is system generated. This is the carrier contact's e-mail address.

Remarks

No entry

This field is system generated. These are remarks about this record.

Last Changed

ID

No entry

This field is system generated. This is the user identification number of the individual who made the most recent change to the record.

Date

No entry

This field is system generated. This is the date of the most recent change.

Time

No entry

This field is system generated. This is the time of the most recent change.

Carrier Plan Contacts View Page Field Descriptions

The Carrier Plan Contacts View page (**Figure 2:35**) displays a selected carrier plan contact record. For instructions on using the Carrier Plan Contacts View page, see **Viewing A Carrier Plan Contact Record** in **Part 2**.

Carrier

No entry

This field is system generated. This is the carrier identification code.

Plan

No entry

This field is system generated. This is the first two positions of the carrier enrollment code.

Type

No entry

This field is system generated. The `General` type code indicates the carrier plan contact holds an administrative position. The `Technical` type code indicates the carrier plan contact holds a technical position.

Role

No entry

This field is system generated. This is the title, position, etc., of the carrier plan contact.

Name

No entry

This field is system generated. This is the name of the carrier plan contact.

Address Line 1

No entry

This field is system generated. This is the first line of the carrier plan contact's street or PO box address.

Address Line 2

No entry

This field is system generated. This is the second line of the carrier plan contact's street or PO box address.

Address Line 3

No entry

This field is system generated. This is the third line of the carrier plan contact's street or PO box address.

City

No entry

This field is system generated. This is the name of the carrier plan contact's city.

Note: If the address is an overseas military address, this field displays FPO for fleet post office or APO for army post office in lieu of the city.

State

No entry

This field is system generated. This is the carrier plan contact's state, U.S. territory, or overseas military abbreviation. For a list and descriptions of state, U.S. territory, and overseas military abbreviations, see **State, U.S. Territory, And Overseas Military Abbreviations Table** in **Part 4**.

ZIP

No entry

This field is system generated. This is the carrier plan contact's ZIP Code.

Country

No entry

This field is system generated. This is the carrier plan contact's country code. For a list and descriptions of country codes, see **Country Codes Table** in **Part 4**.

Phone Number

No entry

This field is system generated. This is the carrier plan contact's telephone number.

Fax Number

No entry

This field is system generated. This is the carrier plan contact's fax number.

Email Address

No entry

This field is system generated. This is the carrier plan contact's e-mail address.

Remarks

No entry

This field is system generated. These are remarks about this record.

Last Changed

ID

No entry

This field is system generated. This is the user identification number of the individual who made the most recent change to the record.

Date

No entry

This field is system generated. This is the date of the most recent change.

Time

No entry

This field is system generated. This is the time of the most recent change.

Carrier Contacts Update Page Field Instructions

The Carrier Contacts Update page (**Figure 2:36**) is used to update the data on a selected carrier contact record. For instructions on using the Carrier Contacts Update page, see **Updating A Carrier Contact Record** in **Part 2**. For field instructions, see **Carrier Contacts Add Page Field Instructions** in **Part 3**.

Carrier Plan Contacts Update Page Field Instructions

The Carrier Plan Contacts Update page (**Figure 2:37**) is used to update the data on a selected carrier plan contact record. For instructions on using the Carrier Plan Contacts Update page, see **Updating A Carrier Plan Contact Record** in **Part 2**. For field instructions, see **Carrier Plan Contacts Add Page Field Instructions** in **Part 3**.

Carrier Errors Page Field Instructions

The Carrier Errors page (**Figure 2:38**) is used to search for carrier error statistics records by carrier ID, year, etc. For instructions on using the Carrier Errors page, see **Viewing Carrier Error Records** in **Part 2**.

Carrier ID

Optional, alphanumeric, 7 positions

Type the carrier identification code assigned by NFC's CLER Operations and Reconciliation Unit.

Year

Optional, alphanumeric, 4 positions

Type the reconciliation year for the requested error statistics.

Quarter

Optional, alphanumeric, 1 position

Type the reconciliation quarter for the requested error statistics.

Order By

Optional default

This field allows users to sort search results by the options listed below. If no sort option is selected, this field automatically defaults to the Carrier ID sort option. To choose a sort option, select the radio button next to one of the following values:

`Carrier ID`	Sorts search results by carrier ID.
`Year/Quarter`	Sorts search results by reconciliation year and reconciliation quarter.

Carrier Errors Search Results Page Field Descriptions

The Carrier Errors Search Results page (**Figure 2:39**) displays a list of carrier error statistics records resulting from the search criteria entered on the Carrier Errors page (**Figure 2:38**). For instructions on using the Carrier Errors Search Results page, see **Viewing Carrier Error Records** in **Part 2**.

Carrier ID

No entry

This field is system generated. This is the carrier identification code assigned by NFC's CLER Operations and Reconciliation Unit.

Year

No entry

This field is system generated. This is the reconciliation year for the requested error statistics.

Quarter

No entry

This field is system generated. This is the reconciliation quarter for the requested error statistics.

Records with Errors

No entry

This field is system generated. This is the total number of carrier enrollee records with errors. Records with warnings are not included.

Records with Warnings

No entry

This field is system generated. This is the total number of carrier records with warnings. Records with errors are not included.

Total Errors

No entry

This field is system generated. This is the total number of errors identified.

Total Warnings

No entry

This field is system generated. This is the total number of warnings identified.

Carrier Errors View Page Field Descriptions

The Carrier Errors View page (**Figure 2:40**) displays a selected carrier error statistics record. For instructions on using the Carrier Errors View page, see **Viewing Carrier Error Records** in **Part 2**.

Carrier ID

No entry

This field is system generated. This is the carrier identification code assigned by NFC's CLER Operations and Reconciliation Unit.

Year

No entry

This field is system generated. This is the reconciliation year for the requested error statistics.

Quarter

No entry

This field is system generated. This is the reconciliation quarter for the requested error statistics.

Records with Errors

No entry

This field is system generated. This is the total number of carrier enrollee records with errors. Records with warnings are not included.

Records with Warnings

No entry

This field is system generated. This is the total number of carrier records with warnings. Records with errors are not included.

Total Errors

No entry

This field is system generated. This is the total number of errors identified.

Total Warnings

No entry

This field is system generated. This is the total number of warnings identified.

Records Reconciled

No entry

This field is system generated. This is the count of records that have a reconciliation reason and action entered for every error on the record.

Errors Reconciled

No entry

This field is system generated. This is the count of errors that have a reconciliation reason and action entered.

Carrier Errors

No entry

This field is system generated. This is the count of errors that have a reconciliation reason and action entered that indicates that the carrier is at fault.

Disputed Errors

No entry

This field is system generated. This is the count of errors that have a reconciliation reason and action entered that indicate that the carrier is at fault and that the carrier disputes.

Confirmed Errors

No entry

This field is system generated. This is the count of errors that have a reconciliation reason and action entered that indicate that the carrier is at fault and that the carrier accepts.

Carrier Transmissions Page Field Instructions

The Carrier Transmissions page (**Figure 2:41**) is used to search for carrier transmission records by carrier ID, year, etc. For instructions on using the Carrier Transmissions page, see **Maintaining Carrier Transmission Records** in **Part 2**.

Note: Entry of at least one optional field (e.g., Carrier ID, Year, etc.) is required for the search.

Carrier ID

Optional, alphanumeric, 7 positions

Type the carrier identification code assigned by NFC's CLER Operations and Reconciliation Unit.

Year

Optional, alphanumeric, 4 positions

Type the reconciliation year for the requested transmission record.

Quarter

Optional, alphanumeric, 1 position

Type the reconciliation quarter for the requested transmission record.

Order By

Optional default

This field allows users to sort search results by the options listed below. If no sort option is selected, this field automatically defaults to the Carrier ID sort option. To choose a sort option, select the radio button next to one of the following values:

`Carrier ID`	Sorts search results by carrier ID.
`Year/Quarter`	Sorts search results by reconciliation year and reconciliation quarter.

Carrier Transmissions Search Results Page Field Descriptions

The Carrier Transmissions Search Results page (**Figure 2:42**) displays a list of carrier transmission records resulting from the search criteria entered on the Carrier Transmissions page (**Figure 2:41**). For instructions on using the Carrier Transmissions Search Results page, see **Maintaining Carrier Transmission Records** in **Part 2**.

Carrier ID

No entry

This field is system generated. This is the carrier identification code assigned by NFC's CLER Operations and Reconciliation Unit.

Year

No entry

This field is system generated. This is the reconciliation year for the requested transmission record.

Quarter

No entry

This field is system generated. This is the reconciliation quarter for the requested transmission record.

Submission

No entry

This field is system generated. This is the number of transmissions submitted for the reconciliation quarter selected.

Submission Date

No entry

This field is system generated. This is the date the transmission was submitted.

Code

No entry

This field is system generated. This is the transmission processing code. The **`Initial`** code indicates an initial file, the **`Add`** code indicates an additional file, and the **`Replace`** code indicates a replacement file.

Status

No entry

This field is system generated. This field displays **`000`** for an accepted transmission; otherwise, a carrier system code is displayed. It indicates the status of a carrier enrollment data transmission. For a list and descriptions of carrier system codes, see **Carrier System Codes Table** in **Part 4**.

Validation

No entry

This field is system generated. This is the status of the validation. The **`Validated`** code is displayed when the transmission is validated. The **`Cleared`** code is displayed when the transmission validation is cleared.

Carrier Transmissions View Page Field Descriptions

The Carrier Transmissions View page (**Figure 2:43**) displays a selected carrier transmission record. For instructions on using the Carrier Transmissions View page, see **Viewing A Carrier Transmission Record** in **Part 2**.

Carrier ID

No entry

This field is system generated. This is the carrier identification code assigned by NFC's CLER Operations and Reconciliation Unit.

Year

No entry

This field is system generated. This is the reconciliation year for the requested transmission record.

Quarter

No entry

This field is system generated. This is the reconciliation quarter for the requested transmission record.

Submission

No entry

This field is system generated. This is the number of transmissions submitted for the reconciliation quarter selected.

Submission Date

No entry

This field is system generated. This is the date the transmission was submitted.

As of Date

No entry

This field is system generated. This is the date the transmitted enrollment data was extracted.

Records Sent

No entry

This field is system generated. This is the number of records sent in the transmission.

Records Received

No entry

This field is system generated. This is the number of records found in the transmission file during processing.

Records Processed

No entry

This field is system generated. This is the number of records accepted to store in the CLER tables.

Date Processed

No entry

This field is system generated. This is the current system date when the process was run.

Time Processed

No entry

This field is system generated. This is the current system time when the process was run.

Code

No entry

This field is system generated. This is the transmission processing code. The code **I** or blank indicate an initial file, code **A** indicates additional, and code **R** indicates replace all previous.

Status

No entry

This field is system generated. This field displays **000** for an accepted transmission; otherwise, a carrier system code is displayed. It indicates the status of a carrier enrollment data transmission. For a list and descriptions of carrier system codes, see **Carrier System Codes Table** in **Part 4**.

Source

No entry

This field is system generated. This is the source of transmission data indicator. The value in the first position equals **M** for mainframe or **S** for server. The value in the second position equals **T** for transmission or **M** for manual entry.

Email Date

No entry

This field is system generated. This is the date the last e-mail was sent to this submitter as a reminder to send a transmission for the current reconciliation quarter.

Email Time

No entry

This field is system generated. This is the time the last e-mail was sent to this submitter as a reminder to send a transmission for the current reconciliation quarter.

Last Validate Date

No entry

This field is system generated. This is the date the transmission was last validated.

Last Validate Time

No entry

This field is system generated. This is the time the transmission was last validated.

Last Validate ID

No entry

This field is system generated. This is the user identification number of the person who last validated the transmission.

Indicator

No entry

This field is system generated. This code indicates if the transmission has been validated by the carrier. The code **Y** indicates the transmission has been validated, **C** indicates the transmission has been cancelled, and an empty field indicates the transmission has not been validated.

Carrier Enrollees Page Field Instructions

The Carrier Enrollees page (**Figure 2:44**) is used to search for carrier enrollee records by carrier ID, year, etc. For instructions on using the Carrier Enrollees page, see **Maintaining Carrier Enrollee Records** in **Part 2**.

Note: Entry of at least two optional fields (e.g., Payroll Office, Enrollment Code, etc.) is required for the search, unless you complete the **entire** SSN field, in which case, no other entries are needed.

Carrier ID

Required

Click the drop-down menu and select the carrier identification code assigned by NFC's CLER Operations and Reconciliation Unit.

Year

Optional default

Click the drop-down menu and select the reconciliation year. If no year is selected, this field automatically defaults to the current reconciliation year.

Quarter

Optional default

Click the drop-down menu and select the reconciliation quarter. If no quarter is selected, this field automatically defaults to the current reconciliation quarter.

Payroll Office

Optional, alphanumeric, 8 positions

Type the payroll office identification number.

Enrollment Code

Optional, alphanumeric, 3 positions

Type the carrier enrollment code.

SSN

To search for a specific enrollee record by social security number (SSN), or to search for a range of enrollee records by a range of SSNs, complete the fields as described below.

Note: A search for enrollee records by **complete** enrollee SSNs will display the records without the need to complete another optional data entry field (e.g., Payroll Office, Enrollment Code, etc.) on this page.

From

Optional, numeric, 9 positions max.

To search for a specific enrollee record by SSN, type the SSN and skip the To field.

To search for a range of enrollee records by a range of SSNs, type the SSN that starts the range, then go to the To field.

To

Optional, numeric, 9 positions max.

When searching for a range of enrollee records by a range of SSNs, type the SSN that ends the range; otherwise, leave blank.

Last Name

Optional, alphanumeric, 25 positions max.

Type the enrollee's last name. If the enrollee has a title (e.g., Jr, Sr, I, II, or III), it should be entered after the last name without punctuation (e.g., Smith Jr or Smith III). If there is a case of an enrollee having only one name, that one name must be entered in this field.

First Name

Optional, alphanumeric, 12 positions max.

Type the enrollee's first name. This must be provided with the exception of when an enrollee has only one name.

Middle Name

Optional, alphanumeric, 12 positions max.

Type the enrollee's middle name.

Error Code

Optional

Click the arrows to locate the applicable error code from the list of error codes and select this code. For a list and descriptions of error codes, see **Discrepancy Codes Table** in **Part 4**.

Warning Code

Optional

Click the applicable warning code from the list of warning codes. For a list and descriptions of warning codes, see **Warning Codes Table** in **Part 4**.

Display

Optional default

This field allows users to display search results by the options listed below. If no display option is selected, this field automatically defaults to the All Records display option. To choose a display option, select the radio button next to one of the following values:

`All Records`	Displays all records related to the search criteria.
`Matches`	Displays all matched records related to the search criteria.
`No Matches`	Displays all unmatched records related to the search criteria.
`Discrepancies`	Displays all records with discrepancies related to the search criteria.
`Warnings`	Displays all records with warnings related to the search criteria.
`Unreconciled`	Displays all records with unreconciled discrepancies related to the search criteria.
`Reconciled`	Displays all records with reconciled discrepancies related to the search criteria.
`Confirmed`	Displays all records with confirmed discrepancies related to the search criteria. Confirmed discrepancies are discrepancies where the carrier is in agreement with the payroll office's reconciliation reason and reconciliation action.
`Disputed`	Displays all records with disputed discrepancies related to the search criteria. Disputed discrepancies are discrepancies where the carrier is not in agreement with the payroll office's reconciliation reason and reconciliation action.
`Not Validated`	Displays all records that have not been validated.

Order By

1st

Optional default

This field allows users to sort search results by the options listed below. If no sort option is selected, this field automatically defaults to the Name sort option. To choose a sort option, click the drop-down menu and select one of the following options to display the selected criteria in first sort search order:

Payroll Office	Sorts search results by payroll office identification number.
Enrollment Code	Sorts search results by enrollment code.
Fail Count	Sorts search results by the number of times a record has failed the quarterly edit process.
Name	Sorts search results by enrollee name.
SSNO	Sorts search results by enrollee social security number.

2nd

Optional default

This field allows users to sort search results by the options listed below. If no sort option is selected, this field automatically defaults to the SSNO sort option. To choose a sort option, click the drop-down menu and select one of the following options to display the selected criteria in second sort search order:

Payroll Office	Sorts search results by payroll office identification number.
Enrollment Code	Sorts search results by enrollment code.
Fail Count	Sorts search results by the number of times a record has failed the quarterly edit process.
Name	Sorts search results by enrollee name.
SSNO	Sorts search results by enrollee social security number.

3rd

Optional

Click the drop-down menu and select one of the following options to display the selected criteria in third sort search order:

Payroll Office	Sorts search results by payroll office identification number.
Enrollment Code	Sorts search results by enrollment code.
Fail Count	Sorts search results by the number of times a record has failed the quarterly edit process.
Name	Sorts search results by enrollee name.
SSNO	Sorts search results by enrollee social security number.

4th

Optional

Click the drop-down menu and select one of the following options to display the selected criteria in fourth sort search order:

Payroll Office	Sorts search results by payroll office identification number.
Enrollment Code	Sorts search results by enrollment code.

Fail Count	Sorts search results by the number of times a record has failed the quarterly edit process.
Name	Sorts search results by enrollee name.
SSNO	Sorts search results by enrollee social security number.

5th

Optional

Click the drop-down menu and select one of the following options to display the selected criteria in fifth sort search order:

Payroll Office	Sorts search results by payroll office identification number.
Enrollment Code	Sorts search results by enrollment code.
Fail Count	Sorts search results by the number of times a record has failed the quarterly edit process.
Name	Sorts search results by enrollee name.
SSNO	Sorts search results by enrollee social security number.

Carrier Enrollees Search Results Page Field Descriptions

The Carrier Enrollees Search Results page (**Figure 2:45**) displays a list of carrier enrollee records resulting from the search criteria entered on the Carrier Enrollees page (**Figure 2:44**). For instructions on using the Carrier Enrollees Search Results page, see **Maintaining Carrier Enrollee Records** in **Part 2**.

Carrier ID

No entry

This field is system generated. This is the carrier identification code assigned by NFC's CLER Operations and Reconciliation Unit.

Year

No entry

This field is system generated. This is the reconciliation year.

Quarter

No entry

This field is system generated. This is the reconciliation quarter.

Enrollee SSN

No entry

This field is system generated. This is the enrollee's social security number.

Last Name

No entry

This field is system generated. This is the enrollee's last name.

First Name

No entry

This field is system generated. This is the enrollee's first name.

Payroll Office

No entry

This field is system generated. This is the payroll office identification number.

Code

No entry

This field is system generated. This is the enrollment code.

Discrepancies

No entry

This field is system generated. This code identifies an error or warning. For lists and descriptions of error and warning codes, see **Discrepancy Codes Table** and **Warning Codes Table** in **Part 4**.

Note: Check marks are displayed next to discrepancy codes that have been addressed by agencies and carriers. Green check marks are displayed next to discrepancies that carriers addressed by selecting the appropriate corrective action code on the Carrier Enrollees Validate page. Red check marks are displayed next to discrepancies that have been addressed by agencies. To display the most current check marks, click **[Refresh]** at the top of the Carrier Enrollees Search Results page.

Fail Count

No entry

This field is system generated. This is the number of times this record has failed the quarterly edit process.

Carrier Enrollees View Page Field Descriptions

The Carrier Enrollees View page (**Figure 2:46**) displays a selected carrier enrollee record. For instructions on using the Carrier Enrollees View page, see **Viewing A Carrier Enrollee Record** in **Part 2**.

Carrier ID

No entry

This field is system generated. This is the carrier identification code assigned by NFC’s CLER Operations and Reconciliation Unit.

Year

No entry

This field is system generated. This is the reconciliation year.

Quarter

No entry

This field is system generated. This is the reconciliation quarter.

Submission

No entry

This field is system generated. This is the transmission submission for this enrollee record.

Payroll Office ID

No entry

This field is system generated. This is the payroll office identification number.

Enrollment Code

No entry

This field is system generated. This is the enrollment code.

SSN

No entry

This field is system generated. This is the enrollee’s social security number.

Last Name

No entry

This field is system generated. This is the enrollee’s last name.

First Name

No entry

This field is system generated. This is the enrollee’s first name.

Middle Name

No entry

This field is system generated. This is the enrollee’s middle name.

Effective Date

No entry

This field is system generated. This is the effective date of the enrollment.

Deceased Annuitant SSN

No entry

This field is system generated. This is the deceased annuitant enrollee’s social security number.

Pseudo SSN

No entry

This field is system generated. This is the pseudo social security number used by the agency and carrier to identify the enrollee.

Other Payroll ID

No entry

This field is system generated. This is an identifier used by the agency to identify the enrollee.

Other Carrier ID

No entry

This field is system generated. This is an identifier used by the carrier to identify the enrollee.

Submitter Use #1

No entry

This field is system generated. These are remarks that were entered by the organization that created the enrollment record.

Submitter Use #2

No entry

This field is system generated. These are remarks that were entered by the organization that created the enrollment record.

Submitter Use #3

No entry

This field is system generated. These are remarks that were entered by the organization that created the enrollment record.

Date Processed

No entry

This field is system generated. This is the date the record was processed.

Time Processed

No entry

This field is system generated. This is the time the record was processed.

Source

No entry

This field is system generated. This is the source of transmission data indicator. The value in the first position equals **M** for mainframe or **S** for server. The value in the second position equals **T** for transmission or **M** for manual entry.

Fail Count

No entry

This field is system generated. This is the number of times this record has failed the quarterly edit process.

Select Another Discrepancy

Optional

If multiple discrepancies are shown, click each discrepancy number to view the corresponding code and message.

Discrepancy

No entry

This field is system generated. ▶The discrepancy code identifies an error or warning. A short description is displayed next to the code. To view a detailed explanation of the discrepancy code, click **[Explain]** or see **Discrepancy Codes Table** in **Part 4**. If Discrepancy Code 166 is displayed in the Discrepancy field, the **[Duplicate]** button is also displayed. Click **[Duplicate]** to display the duplicate carrier enrollee record for this enrollee record.◀

Reconciliation Reason

No entry

This field is system generated. ▶This code identifies the cause of the discrepancy as reported by the agency. A short description is displayed next to the code. To view a detailed explanation of the reconciliation reason code, click **[Explain]** or see **Reconciliation Reason Codes Table** in **Part 4.**◀

Reconciliation Action

No entry

This field is system generated. ▶This code identifies the action requested by the agency to resolve the discrepancy. A short description is displayed next to the code. To view a detailed explanation of the reconciliation action code, click **[Explain]** or see **Reconciliation Action Codes Table** in **Part 4.**◀

Corrective Action

No entry

This field is system generated. ▶This code identifies the carrier's response to the reconciliation action code displayed in the Reconciliation Action field. A short description is displayed next to the code. To view a detailed explanation of the carrier's corrective action response code, click **[Explain]** or see **Carrier Corrective Action Response Codes Table** in **Part 4.**◀

Payroll Office Comments

No entry

This field is system generated. These are the payroll office's comments.

Carrier Comments

No entry

This field is system generated. These are the carrier's comments.

Last Payroll Update

ID

No entry

This field is system generated. This is the user identification number of the payroll office representative who made the most recent change to the record.

Date

No entry

This field is system generated. This is the date of the most recent change.

Time

No entry

This field is system generated. This is the time of the most recent change.

Last Carrier Update

ID

No entry

This field is system generated. This is the user identification number of the carrier representative who made the most recent change to the record.

Date

No entry

This field is system generated. This is the date of the most recent change.

Time

No entry

This field is system generated. This is the time of the most recent change.

Carrier Enrollees Validate Page Field Instructions

The Carrier Enrollees Validate page (**Figure 2:49**) is used to respond to the Reconciliation Action Code on a specified entry. For instructions on using the Carrier Enrollees Validate page, see **Validating A Carrier Enrollee Record** in **Part 2**.

Carrier ID

No entry

This field is system generated. This is the carrier identification code assigned by NFC's CLER Operations and Reconciliation Unit.

Year

No entry

This field is system generated. This is the reconciliation year.

Quarter

No entry

This field is system generated. This is the reconciliation quarter.

Submission

No entry

This field is system generated. This is the transmission submission for this enrollee record.

Payroll Office ID

No entry

This field is system generated. This is the payroll office identification number.

Enrollment Code

No entry

This field is system generated. This is the enrollee's enrollment code.

SSN

No entry

This field is system generated. This is the enrollee's social security number.

Last Name

No entry

This field is system generated. This is the enrollee's last name.

First Name

No entry

This field is system generated. This is the enrollee's first name.

Middle Name

No entry

This field is system generated. This is the enrollee's middle name.

Effective Date

No entry

This field is system generated. This is the effective date of the enrollment.

Deceased Annuitant SSN

No entry

This field is system generated. This is the deceased annuitant enrollee's social security number.

Pseudo SSN

No entry

This field is system generated. This is the pseudo social security number used by the agency and carrier to identify the enrollee.

Other Payroll ID

No entry

This field is system generated. This is an identifier used by the agency to identify the enrollee.

Other Carrier ID

No entry

This field is system generated. This is an identifier used by the carrier to identify the enrollee.

Submitter Use #1

No entry

This field is system generated. These are remarks that were entered by the organization that created the enrollment record.

Submitter Use #2

No entry

This field is system generated. These are remarks that were entered by the organization that created the enrollment record.

Submitter Use #3

No entry

This field is system generated. These are remarks that were entered by the organization that created the enrollment record.

Date Processed

No entry

This field is system generated. This is the date the record was processed.

Time Processed

No entry

This field is system generated. This is the time the record was processed.

Source

No entry

This field is system generated. This is the source of transmission data indicator. The value in the first position equals **M** for mainframe or **S** for server. The value in the second position equals **T** for transmission or **M** for manual entry.

Fail Count

No entry

This field is system generated. This is the number of times this record has failed the quarterly edit process.

Select Another Discrepancy

Optional

If multiple discrepancies are shown, click each discrepancy number to view the corresponding code and message.

Discrepancy

No entry

This field is system generated. ▶This code identifies an error or warning. A short description is displayed next to the code. To view a detailed explanation of the discrepancy code, click **[Explain]** or see **Discrepancy Codes Table** in **Part 4**.◀

Reconciliation Reason

No entry

This field is system generated. ▶This code identifies the cause of the discrepancy as reported by the agency. A short description is displayed next to the code. To view a detailed explanation of the reconciliation reason code, click **[Explain]** or see **Reconciliation Reason Codes Table** in **Part 4**.◀

Reconciliation Action

No entry

This field is system generated. ▶This code identifies the action requested by the agency to resolve the discrepancy. A short description is displayed next to the code. To view a detailed explanation of the reconciliation action code, click **[Explain]** or see **Reconciliation Action Codes Table** in **Part 4**.◀

Corrective Action

Required

▶Click the drop-down menu and select the appropriate carrier corrective action code that responds to the reconciliation action code displayed in the Reconciliation Action field. A short description is displayed next to the code. To view a detailed explanation of a carrier corrective action response code, see **Carrier Corrective Action Response Codes Table** in **Part 4**. If the enrollee record is validated, the **[Explain]** button is displayed. Click **[Explain]** to display a detailed explanation of the code.◀

Payroll Office Comments

No entry

This field is system generated. These are the payroll office's comments about this record.

Carrier Comments

Conditional, alphanumeric, 400 positions max.

Type comments about this record.

Note: If **724** was selected in the Corrective Action field, comments explaining the corrective action must be entered in this field.

Last Payroll Update

ID

No entry

This field is system generated. This is the user identification number of the payroll office representative who made the most recent change to the record.

Date

No entry

This field is system generated. This is the date of the most recent change made to the record by the payroll office.

Time

No entry

This field is system generated. This is the time of the most recent change made to the record by the payroll office.

Last Carrier Update

ID

No entry

This field is system generated. This is the user identification number of the carrier representative who made the most recent change to the record.

Date

No entry

This field is system generated. This is the date of the most recent change made to the record by the carrier.

Time

No entry

This field is system generated. This is the time of the most recent change made to the record by the carrier.

Reports Field Descriptions And Instructions

This section presents the following topics:

▶Payroll Discrepancy Listing (Report 1) Page Field Instructions

The Payroll Discrepancy Listing page (**Figure 2:51**) is used to produce the Payroll Discrepancy Listing report (**Figure 2:52**). This report provides a listing by payroll office identification number of payroll office and carrier enrollee records that match, as well as records marked with payroll office warning and discrepancy codes. For instructions on using the Payroll Discrepancy Listing page, see Viewing Payroll Discrepancy Listing (Report 1) in **Part 2.**◀

Note: Entry of at least two optional fields (e.g., Agency, Personnel Office ID, etc.) is required to produce a report, unless you complete the **entire** SSN or Other ID field, in which case, no other entries are needed.

Payroll Office ID

Required

Click the drop-down menu and select the payroll office identification number.

Year

Optional default

Click the drop-down menu and select the reconciliation year. If no year is selected, this field automatically defaults to the current reconciliation year.

Quarter

Optional default

Click the drop-down menu and select the reconciliation quarter. If no quarter is selected, this field automatically defaults to the current reconciliation quarter.

Fail Count

To search for enrollee records by a specific fail count number or a range of fail count numbers, complete the fields as described below.

From

Optional, numeric, 3 positions max.

To search for enrollee records by a specific fail count number, type the number, then go to the To field.

To search for enrollee records by a range of fail count numbers, type the number that starts the range, then go to the To field.

To

Optional, numeric, 3 positions max.

To search for enrollee records by a specific fail count number, type the number that was typed in the From field.

To search for enrollee records by a range of fail count numbers, type the number that ends the range.

SSN

To search for a specific enrollee record by social security number (SSN), or to search for a range of enrollee records by a range of SSNs, complete the fields as described below.

Note: A search for enrollee records by **complete** enrollee SSNs will display the records without the need to complete another optional data entry field (e.g., Agency, Personnel Office ID, etc.) on this page.

From

Optional, numeric, 9 positions max.

To search for a specific enrollee record by SSN, type the SSN and skip the To field.

To search for a range of enrollee records by a range of SSNs, type the SSN that starts the range, then go to the To field.

To

Optional, numeric, 9 positions max.

When searching for a range of enrollee records by a range of SSNs, type the SSN that ends the range; otherwise, leave blank.

Other ID

These fields are used by the Retirement Services Program (RSP) and Office of Workers' Compensation Programs (OWCP). RSP personnel use these fields to search for enrollee records by civil service annuitant (CSA) or civil service final (CSF) identifier. OWCP personnel use these fields to search for enrollee records by claim identifier. To search for enrollee records using these fields, follow the instructions below.

Note: A search for enrollee records by **complete** Other IDs will display the records without the need to complete another optional data entry field (e.g., Agency, Personnel Office ID, etc.) on this page.

From

Optional, alphanumeric, 15 positions max.

To search for a specific enrollee record by Other ID, type the Other ID and skip the To field.

To search for a range of enrollee records by a range of Other IDs, type the Other ID that starts the range, then go to the To field.

Note for RSP: Type the CSA or CSF identifier without the first two characters (i.e., CS). For example, the CSA identifier is typed as AXXXXXXXX, and the CSF identifier is typed as FXXXXXXXX.

To

Optional, alphanumeric, 15 positions max.

When searching for a range of enrollee records by a range of Other IDs, type the Other ID that ends the range; otherwise, leave blank.

Agency

Optional, alphanumeric, 4 positions

Type the agency identification code (example: AG90 for U.S. Department of Agriculture, Office of the Chief Financial Officer).

Personnel Office ID

Optional, alphanumeric, 4 positions

Type the personnel office identification number.

Carrier

▶*Optional default*◀

▶Click the drop-down menu and select your organization's carrier code. If no code is selected, this field automatically defaults to your organization's carrier code.◀

Enrollment Code

Optional

Click the drop-down menu and select the enrollment code.

Error Code

Optional

Click the drop-down menu and select the error code. For a list and descriptions of these codes, see **Discrepancy Codes Table** in **Part 4**.

Warning Code

Optional

Click the drop-down menu and select the warning code. For a list and descriptions of these codes, see **Warning Codes Table** in **Part 4.**

Discrepancies

Optional default

This field allows users to display search results by the options listed below. If no display option is selected, this field automatically defaults to the All option. To choose a display option, select the radio button next to one of the following values:

All	Displays all records related to the search criteria.
Unreconciled	Displays all records with unreconciled discrepancies related to the search criteria.
Errors	Displays all records with errors related to the search criteria.
Warnings	Displays all records with warnings related to the search criteria.
Reconciled	Displays all records with reconciled discrepancies related to the search criteria.
None	Displays all records with no discrepancies related to the search criteria.
Not Validated	Displays records related to the search criteria that have not been validated.

Order By

1st

Optional default

This field allows users to sort search results by the options listed below. If no sort option is selected, this field automatically defaults to the Name option. To choose a sort option, click the drop-down menu and select one of the following options to display the selected criteria in first sort search order:

Agency	Sorts search results by agency code.
Enrollment Code	Sorts search results by enrollment code.
Fail Count	Sorts search results by the number of times a record has failed the quarterly edit process.
Name	Sorts search results by enrollee name.
Pers. Office ID	Sorts search results by personnel office identification number.
SSNO	Sorts search results by enrollee social security number.
Other ID	Sorts search results by the identifier used by RSP/OWCP to identify the enrollee.

2nd

Optional default

This field allows users to sort search results by the options listed below. If no sort option is selected, this field automatically defaults to the SSNO option. To choose a sort option, click the drop-down menu and select one of the following options to display the selected criteria in second sort search order:

Agency	Sorts search results by agency code.
Enrollment Code	Sorts search results by enrollment code.
Fail Count	Sorts search results by the number of times a record has failed the quarterly edit process.

Name	Sorts search results by enrollee name.
Pers. Office ID	Sorts search results by personnel office identification number.
SSNO	Sorts search results by enrollee social security number.
Other ID	Sorts search results by the identifier used by RSP/OWCP to identify the enrollee.

3rd

Optional

Click the drop-down menu and select one of the following options to display the selected criteria in third sort search order:

Agency	Sorts search results by agency code.
Enrollment Code	Sorts search results by enrollment code.
Fail Count	Sorts search results by the number of times a record has failed the quarterly edit process.
Name	Sorts search results by enrollee name.
Pers. Office ID	Sorts search results by personnel office identification number.
SSNO	Sorts search results by enrollee social security number.
Other ID	Sorts search results by the identifier used by RSP/OWCP to identify the enrollee.

4th

Optional

Click the drop-down menu and select one of the following options to display the selected criteria in fourth sort search order:

Agency	Sorts search results by agency code.
Enrollment Code	Sorts search results by enrollment code.
Fail Count	Sorts search results by the number of times a record has failed the quarterly edit process.
Name	Sorts search results by enrollee name.
Pers. Office ID	Sorts search results by personnel office identification number.
SSNO	Sorts search results by enrollee social security number.
Other ID	Sorts search results by the identifier used by RSP/OWCP to identify the enrollee.

5th

Optional

Click the drop-down menu and select one of the following options to display the selected criteria in fifth sort search order:

Agency	Sorts search results by agency code.
Enrollment Code	Sorts search results by enrollment code.
Fail Count	Sorts search results by the number of times a record has failed the quarterly edit process.
Name	Sorts search results by enrollee name.

Pers. Office ID	Sorts search results by personnel office identification number.
SSNO	Sorts search results by enrollee social security number.
Other ID	Sorts search results by the identifier used by RSP/OWCP to identify the enrollee.

6th

Optional

Click the drop-down menu and select one of the following options to display the selected criteria in sixth sort search order:

Agency	Sorts search results by agency code.
Enrollment Code	Sorts search results by enrollment code.
Fail Count	Sorts search results by the number of times a record has failed the quarterly edit process.
Name	Sorts search results by enrollee name.
Pers. Office ID	Sorts search results by personnel office identification number.
SSNO	Sorts search results by enrollee social security number.
Other ID	Sorts search results by the identifier used by RSP/OWCP to identify the enrollee.

▶Check box to create report without totals

Optional

Select this check box to omit totals from the report.◀

CLER Field Descriptions And Instructions

▶Payroll Discrepancy Listing (Report 1) Field Descriptions

The Payroll Discrepancy Listing report (**Figure 2:52**) displays a listing by payroll office identification number of payroll office and carrier enrollee records that match, as well as records marked with payroll office warning and discrepancy codes. For instructions on viewing the Payroll Discrepancy Listing report, see **Viewing Payroll Discrepancy Listing (Report 1)** in **Part 2**.◀

Payroll Office

Other ID

No entry

This field is system generated. This field is used by the Retirement Services Program (RSP) and Office of Workers' Compensation Programs (OWCP). RSP personnel use this field to reference an enrollee's civil service annuitant or civil service final identifier. OWCP personnel use this field to reference an enrollee's claim identifier.

Note: The Agency and POI fields are displayed in lieu of this field when a payroll office identification number other than **24900002**, **24900003**, or **160099XX** is entered in the Payroll Office ID field on the Payroll Discrepancy Listing page.

SSN

No entry

This field is system generated. This is the enrollee’s social security number submitted by the payroll office.

Name

No entry

This field is system generated. This is the enrollee’s name submitted by the payroll office.

Code

No entry

This field is system generated. This is the enrollment code submitted by the payroll office.

Eff. Date

No entry

This field is system generated. This is the enrollment effective date (MM/DD/YYYY) submitted by the payroll office.

Whld Amt

No entry

This field is system generated. This is the enrollee’s withholding amount submitted by the payroll office.

Agency

No entry

This field is system generated. This is the agency identification code. This code consists of the department code and agency code.

Note: The Other ID field is displayed in lieu of this field when **24900002**, **24900003**, or **160099XX** is entered in the Payroll Office ID field on the Payroll Discrepancy Listing page.

POI

No entry

This field is system generated. This is the personnel office identification number.

Note: The Other ID field is displayed in lieu of this field when **24900002**, **24900003**, or **160099XX** is entered in the Payroll Office ID field on the Payroll Discrepancy Listing page.

Carrier

Name

No entry

This field is system generated. This is the enrollee’s name submitted by the carrier.

Code

No entry

This field is system generated. This is the enrollment code submitted by the carrier.

Eff. Date

No entry

This field is system generated. This is the enrollment effective date (MM/DD/YYYY) submitted by the carrier.

Discrepancy

No entry

This field is system generated. This is the error or warning code generated by CLER. For lists and descriptions of error and warning codes, see **Discrepancy Codes Table** and **Warning Codes Table** in **Part 4**.

Fail Count

No entry

This field is system generated. This is the number of times the initial discrepancy has been identified and reported.

Errors

No entry

This field is system generated. This is the sum of error codes displayed in the Discrepancy field.

▶**Note:** If the check box used to omit totals from a report is selected, this field is not displayed.◀

Warnings

No entry

This field is system generated. This is the sum of warning codes displayed in the Discrepancy field.

▶**Note:** If the check box used to omit totals from a report is selected, this field is not displayed.◀

Total Records

No entry

This field is system generated. This is the total number of enrollee records displayed on the report.

▶**Note:** If the check box used to omit totals from a report is selected, this field is not displayed.◀

Discrepancy Summary (Report 2) Page Field Instructions

The Discrepancy Summary page (**Figure 2:54**) is used to produce the Discrepancy Summary report (**Figure 2:55**). This report compares the number of enrollee records with discrepancies occurring in one quarter to those that occurred in any other quarter. For instructions on using the Discrepancy Summary page, see **Viewing Discrepancy Summary (Report 2)** in **Part 2**.

Year

From

Optional default

Click the drop-down menu and select the year that begins the range of reconciliation years. If no year is selected, this field automatically defaults to the current reconciliation year.

To

Optional default

Click the drop-down menu and select the year that ends the range of reconciliation years. If no year is selected, this field automatically defaults to the current reconciliation year.

Quarter

From

Optional default

Click the drop-down menu and select the quarter that begins the range of reconciliation quarters. If no quarter is selected, this field automatically defaults to the current reconciliation quarter.

To

Optional default

Click the drop-down menu and select the quarter that ends the range of reconciliation quarters. If no quarter is selected, this field automatically defaults to the current reconciliation quarter.

Payroll Office ID

Required

Click the drop-down menu and select the payroll office identification number.

Carrier

Optional

Click the drop-down menu and select the carrier code.

Enrollment Code

Optional

Click the drop-down menu and select the enrollment code.

Fail Count

To search for enrollee records by a specific fail count number or a range of fail count numbers, complete the fields as described below.

From

Optional, numeric, 3 positions max.

To search for enrollee records by a specific fail count number, type the number, then go to the To field.

To search for enrollee records by a range of fail count numbers, type the number that starts the range, then go to the To field.

To

Optional, numeric, 3 positions max.

To search for enrollee records by a specific fail count number, type the number that was typed in the From field.

To search for enrollee records by a range of fail count numbers, type the number that ends the range.

Discrepancy Summary (Report 2) Field Descriptions

The Discrepancy Summary report (**Figure 2:55**) compares the number of enrollee records with discrepancies occurring in one quarter to those that occurred in any other quarter. For instructions on viewing the Discrepancy Summary report, see **Viewing Discrepancy Summary (Report 2)** in **Part 2**.

Payroll Office

No entry

This field is system generated. This is the payroll office identification number.

Year/Quarter

From

No entry

This field is system generated. This is the reconciliation year/quarter that begins the range of reconciliation years/quarters.

To

No entry

This field is system generated. This is the reconciliation year/quarter that ends the range of reconciliation years/quarters.

Change

Actual

No entry

This field is system generated. This number indicates the actual changes in values between prior and current reconciliation years/quarters.

Percent

No entry

This field is system generated. This is the percent changes in values between prior and current reconciliation years/quarters.

Total Enrollee Records

No entry

This field is system generated. This is the total number of enrollees that meet the criteria entered on the Discrepancy Summary page.

Total Matches Found

No entry

This field is system generated. This is the total number of matched records that meet the criteria entered on the Discrepancy Summary page.

Total Discrepancies Found

No entry

This field is system generated. This is the total number of records with discrepancies that meet the criteria entered on the Discrepancy Summary page.

Total Discrepancies Reconciled

No entry

This field is system generated. This is the total number of reconciled records that meet the criteria entered on the Discrepancy Summary page.

Percent Discrepancies Reconciled

No entry

This field is system generated. This is the percentage of records reconciled to total discrepancies that meet the criteria entered on the Discrepancy Summary page.

Payroll Office Reconciliation (Report 3) Page Field Instructions

The Payroll Office Reconciliation page (**Figure 2:56**) is used to produce the Payroll Office Reconciliation report (**Figure 2:57**). This report lists each enrollee that has a discrepancy and whether that discrepancy has been reconciled. For instructions on using the Payroll Office Reconciliation page, see **Viewing Payroll Office Reconciliation (Report 3)** in **Part 2**.

Note: Entry of at least two optional fields (e.g., Agency, Personnel Office ID, etc.) is required to produce a report, unless you complete the **entire** SSN or Other ID field, in which case, no other entries are needed.

Payroll Office ID

Required

Click the drop-down menu and select the payroll office identification number.

Year

Optional default

Click the drop-down menu and select the reconciliation year. If no year is selected, this field automatically defaults to the current reconciliation year.

Quarter

Optional default

Click the drop-down menu and select the reconciliation quarter. If no quarter is selected, this field automatically defaults to the current reconciliation quarter.

Fail Count

To search for enrollee records by a specific fail count number or a range of fail count numbers, complete the fields as described below.

From

Optional, numeric, 3 positions max.

To search for enrollee records by a specific fail count number, type the number, then go to the To field.

To search for enrollee records by a range of fail count numbers, type the number that starts the range, then go to the To field.

To

Optional, numeric, 3 positions max.

To search for enrollee records by a specific fail count number, type the number that was typed in the From field.

To search for enrollee records by a range of fail count numbers, type the number that ends the range.

Reconciliation Date

From

Optional

This is the date that begins the range of reconciliation dates. To select this date, click the first drop-down menu and select the month; click the second drop-down menu and select the day; and click the third drop-down menu and select the year.

To

Optional

This is the date that ends the range of reconciliation dates. To select this date, click the first drop-down menu and select the month; click the second drop-down menu and select the day; and click the third drop-down menu and select the year.

SSN

To search for a specific enrollee record by social security number (SSN), or to search for a range of enrollee records by a range of SSNs, complete the fields as described below.

Note: A search for enrollee records by **complete** enrollee SSNs will display the records without the need to complete another optional data entry field (e.g., Agency, Personnel Office ID, etc.) on this page.

From

Optional, numeric, 9 positions max.

To search for a specific enrollee record by SSN, type the SSN and skip the To field.

To search for a range of enrollee records by a range of SSNs, type the SSN that starts the range, then go to the To field.

To

Optional, numeric, 9 positions max.

When searching for a range of enrollee records by a range of SSNs, type the SSN that ends the range; otherwise, leave blank.

Agency

Optional, alphanumeric, 4 positions

Type the agency identification code (example: AG90 for U.S. Department of Agriculture, Office of the Chief Financial Officer).

Personnel Office ID

Optional, alphanumeric, 4 positions

Type the personnel office identification number.

Carrier

Optional

Click the drop-down menu and select the carrier code.

Enrollment Code

Optional

Click the drop-down menu and select the enrollment code.

User ID

Optional, alphanumeric, 8 positions max.

Type the user identification number of the person creating the report.

Other ID

These fields are used by the Retirement Services Program (RSP) and Office of Workers' Compensation Programs (OWCP). RSP personnel use these fields to search for enrollee records by civil service annuitant (CSA) or civil service final (CSF) identifier. OWCP personnel use these fields to search for enrollee records by claim identifier. To search for enrollee records using these fields, follow the instructions below.

Note: A search for enrollee records by **complete** Other IDs will display the records without the need to complete another optional data entry field (e.g., Agency, Personnel Office ID, etc.) on this page.

From

Optional, alphanumeric, 15 positions max.

To search for a specific enrollee record by Other ID, type the Other ID and skip the To field.

To search for a range of enrollee records by a range of Other IDs, type the Other ID that starts the range, then go to the To field.

Note for RSP: Type the CSA or CSF identifier without the first two characters (i.e., CS). For example, the CSA identifier is typed as AXXXXXXXX, and the CSF identifier is typed as FXXXXXXXX.

To

Optional, alphanumeric, 15 positions max.

When searching for a range of enrollee records by a range of Other IDs, type the Other ID that ends the range; otherwise, leave blank.

Order By

1st

Optional default

This field allows users to sort search results by the options listed below. If no sort option is selected, this field automatically defaults to the Name option. To choose a sort option, click the drop-down menu and select one of the following options to display the selected criteria in first sort search order:

Agency	Sorts search results by agency code.
Carrier	Sorts search results by carrier code.
Enrollment Code	Sorts search results by enrollment code.

`Fail Count`	Sorts search results by the number of times a record has failed the quarterly edit process.
`Name`	Sorts search results by enrollee name.
`Pers. Office ID`	Sorts search results by personnel office identification number.
`Reconciliation Date`	Sorts search results by reconciliation date.
`SSNO`	Sorts search results by enrollee social security number.
`Other ID`	Sorts search results by the identifier used by RSP/OWCP to identify the enrollee.
`User ID`	Sorts search results by user identification number.

2nd

Optional

Click the drop-down menu and select one of the following options to display the selected criteria in second sort search order:

`Agency`	Sorts search results by agency code.
`Carrier`	Sorts search results by carrier code.
`Enrollment Code`	Sorts search results by enrollment code.
`Fail Count`	Sorts search results by the number of times a record has failed the quarterly edit process.
`Name`	Sorts search results by enrollee name.
`Pers. Office ID`	Sorts search results by personnel office identification number.
`Reconciliation Date`	Sorts search results by reconciliation date.
`SSNO`	Sorts search results by enrollee social security number.
`Other ID`	Sorts search results by the identifier used by RSP/OWCP to identify the enrollee.
`User ID`	Sorts search results by user identification number.

3rd

Optional

Click the drop-down menu and select one of the following options to display the selected criteria in third sort search order:

`Agency`	Sorts search results by agency code.
`Carrier`	Sorts search results by carrier code.
`Enrollment Code`	Sorts search results by enrollment code.
`Fail Count`	Sorts search results by the number of times a record has failed the quarterly edit process.
`Name`	Sorts search results by enrollee name.
`Pers. Office ID`	Sorts search results by personnel office identification number.
`Reconciliation Date`	Sorts search results by reconciliation date.
`SSNO`	Sorts search results by enrollee social security number.

`Other ID`	Sorts search results by the identifier used by RSP/OWCP to identify the enrollee.
`User ID`	Sorts search results by user identification number.

4th

Optional

Click the drop-down menu and select one of the following options to display the selected criteria in fourth sort search order:

`Agency`	Sorts search results by agency code.
`Carrier`	Sorts search results by carrier code.
`Enrollment Code`	Sorts search results by enrollment code.
`Fail Count`	Sorts search results by the number of times a record has failed the quarterly edit process.
`Name`	Sorts search results by enrollee name.
`Pers. Office ID`	Sorts search results by personnel office identification number.
`Reconciliation Date`	Sorts search results by reconciliation date.
`SSNO`	Sorts search results by enrollee social security number.
`Other ID`	Sorts search results by the identifier used by RSP/OWCP to identify the enrollee.
`User ID`	Sorts search results by user identification number.

5th

Optional

Click the drop-down menu and select one of the following options to display the selected criteria in fifth sort search order:

`Agency`	Sorts search results by agency code.
`Carrier`	Sorts search results by carrier code.
`Enrollment Code`	Sorts search results by enrollment code.
`Fail Count`	Sorts search results by the number of times a record has failed the quarterly edit process.
`Name`	Sorts search results by enrollee name.
`Pers. Office ID`	Sorts search results by personnel office identification number.
`Reconciliation Date`	Sorts search results by reconciliation date.
`SSNO`	Sorts search results by enrollee social security number.
`Other ID`	Sorts search results by the identifier used by RSP/OWCP to identify the enrollee.
`User ID`	Sorts search results by user identification number.

6th

Optional

Click the drop-down menu and select one of the following options to display the selected criteria in sixth sort search order:

`Agency`	Sorts search results by agency code.
`Carrier`	Sorts search results by carrier code.

`Enrollment Code`	Sorts search results by enrollment code.
`Fail Count`	Sorts search results by the number of times a record has failed the quarterly edit process.
`Name`	Sorts search results by enrollee name.
`Pers. Office ID`	Sorts search results by personnel office identification number.
`Reconciliation Date`	Sorts search results by reconciliation date.
`SSNO`	Sorts search results by enrollee social security number.
`Other ID`	Sorts search results by the identifier used by RSP/OWCP to identify the enrollee.
`User ID`	Sorts search results by user identification number.

▶Check box to create report without totals

Optional

Select this check box to omit totals from the report.◀

Payroll Office Reconciliation (Report 3) Field Descriptions

The Payroll Office Reconciliation report (**Figure 2:57**) lists each enrollee record that has a discrepancy and whether that discrepancy has been reconciled. For instructions on viewing the Payroll Office Reconciliation report, see **Viewing Payroll Office Reconciliation (Report 3)** in **Part 2**.

Other ID

No entry

This field is system generated. This field is used by the Retirement Services Program (RSP) and Office of Workers' Compensation Programs (OWCP). RSP personnel use this field to reference an enrollee's civil service annuitant or civil service final identifier. OWCP personnel use this field to reference an enrollee's claim identifier.

Note: The Agency and POI fields are displayed in lieu of this field when a payroll office identification number other than **`24900002`**, **`24900003`**, or **`160099XX`** is entered in the Payroll Office ID field on the Payroll Office Reconciliation page.

SSN

No entry

This field is system generated. This is the enrollee's social security number.

Name

No entry

This field is system generated. This is the enrollee's name.

Carrier

No entry

This field is system generated. This is the carrier identification code.

Agency

No entry

This field is system generated. This is the agency identification code. This code consists of the department code and agency code.

Note: The Other ID field is displayed in lieu of this field when **24900002**, **24900003**, or **160099XX** is entered in the Payroll Office ID field on the Payroll Office Reconciliation page.

POI

No entry

This field is system generated. This is the personnel office identification number.

Note: The Other ID field is displayed in lieu of this field when **24900002**, **24900003**, or **160099XX** is entered in the Payroll Office ID field on the Payroll Office Reconciliation page.

Code

No entry

This field is system generated. This is the enrollment code.

Reconciliation

Reason

No entry

This field is system generated. This is the reconciliation reason code. For a list and descriptions of reconciliation reason codes, see **Reconciliation Reason Codes Table** in **Part 4.**

Date

No entry

This field is system generated. This is the reconciliation date.

User ID

No entry

This field is system generated. This is the user identification number of the person who entered the reconciliation reason code.

Action

No entry

This field is system generated. This is the reconciliation action code. For a list and descriptions of reconciliation action codes, see **Reconciliation Action Codes Table** in **Part 4.**

Fail Count

No entry

This field is system generated. This is the number of times the initial discrepancy has been identified.

With Errors

No entry

This field is system generated. This is the sum of enrollee records with codes displayed in the Reason and Action fields.

▶**Note:** If the check box used to omit totals from a report is selected, this field is not displayed.◀

Without Errors

No entry

This field is system generated. This is the sum of enrollee records with no codes displayed in the Reason and Action fields.

▶**Note:** If the check box used to omit totals from a report is selected, this field is not displayed.◀

Total Records

No entry

This field is system generated. This is the sum of enrollee records displayed on the report.

▶**Note:** If the check box used to omit totals from a report is selected, this field is not displayed.◀

Carrier Reconciliation (Report 4) Page Field Instructions

The Carrier Reconciliation page (**Figure 2:59**) is used to produce the Carrier Reconciliation report (**Figure 2:60**). This report lists each enrollee that has a discrepancy the payroll office has determined to be a problem with carrier's records. For instructions on using the Carrier Reconciliation page, see **Viewing Carrier Reconciliation (Report 4)** in **Part 2**.

Note: Entry of at least two optional fields (e.g., Payroll Office ID, Enrollment Code, etc.) is required to produce a report, unless you complete the **entire** SSN field, in which case, no other entries are needed.

Carrier ID

Required

Click the drop-down menu and select the carrier identification number.

Year

Optional default

Click the drop-down menu and select the reconciliation year. If no year is selected, this field automatically defaults to the current reconciliation year.

Quarter

Optional default

Click the drop-down menu and select the reconciliation quarter. If no quarter is selected, this field automatically defaults to the current reconciliation quarter.

Reconciliation Date

From

Optional

This is the date that begins the range of reconciliation dates. To select this date, click the first drop-down menu and select the month; click the second drop-down menu and select the day; and click the third drop-down menu and select the year.

To

Optional

This is the date that ends the range of reconciliation dates. To select this date, click the first drop-down menu and select the month; click the second drop-down menu and select the day; and click the third drop-down menu and select the year.

SSN

To search for a specific enrollee record by social security number (SSN), or to search for a range of enrollee records by a range of SSNs, complete the fields as described below.

Note: A search for enrollee records by **complete** enrollee SSNs will display the records without the need to complete another optional data entry field (e.g., Payroll Office ID, Enrollment Code, etc.) on this page.

From

Optional, numeric, 9 positions max.

To search for a specific enrollee record by SSN, type the SSN and skip the To field.

To search for a range of enrollee records by a range of SSNs, type the SSN that starts the range, then go to the To field.

To

Optional, numeric, 9 positions max.

When searching for a range of enrollee records by a range of SSNs, type the SSN that ends the range; otherwise, leave blank.

Payroll Office ID

Optional

Click the drop-down menu and select the payroll office identification number.

Enrollment Code

Optional

Click the drop-down menu and select the enrollment code.

User ID

Optional, alphanumeric, 8 positions max.

Type the user identification number of the person creating the report.

Order By

1st

Optional default

This field allows users to sort search results by the options listed below. If no sort option is selected, this field automatically defaults to the Name option. To choose a sort option, click the drop-down menu and select one of the following options to display the selected criteria in first sort search order:

Enrollment Code	Sorts search results by enrollment code.
Name	Sorts search results by enrollee name.
SSNO	Sorts search results by enrollee social security number.

2nd

Optional

Click the drop-down menu and select one of the following options to display the selected criteria in second sort search order:

`Enrollment Code`	Sorts search results by enrollment code.
`Name`	Sorts search results by enrollee name.
`SSNO`	Sorts search results by enrollee social security number.

3rd

Optional

Click the drop-down menu and select one of the following options to display the selected criteria in third sort search order:

`Enrollment Code`	Sorts search results by enrollment code.
`Name`	Sorts search results by enrollee name.
`SSNO`	Sorts search results by enrollee social security number.

4th

Optional

Click the drop-down menu and select one of the following options to display the selected criteria in fourth sort search order:

`Enrollment Code`	Sorts search results by enrollment code.
`Name`	Sorts search results by enrollee name.
`SSNO`	Sorts search results by enrollee social security number.

5th

Optional

Click the drop-down menu and select one of the following options to display the selected criteria in fifth sort search order:

`Enrollment Code`	Sorts search results by enrollment code.
`Name`	Sorts search results by enrollee name.
`SSNO`	Sorts search results by enrollee social security number.

6th

Optional

Click the drop-down menu and select one of the following options to display the selected criteria in sixth sort search order:

`Enrollment Code`	Sorts search results by enrollment code.
`Name`	Sorts search results by enrollee name.
`SSNO`	Sorts search results by enrollee social security number.

▶Check box to create report without totals

Optional

Select this check box to omit totals from the report.◀

Carrier Reconciliation (Report 4) Field Descriptions

The Carrier Reconciliation report (**Figure 2:60**) lists each enrollee that has a discrepancy the payroll office has determined to be a problem with the carrier's records. For instructions on viewing the Carrier Reconciliation report, see **Viewing Carrier Reconciliation (Report 4)** in **Part 2**.

Carrier

SSN

No entry

This field is system generated. This is the enrollee's social security number.

Enrollee

No entry

This field is system generated. This is the enrollee's name.

Enrollment Code

No entry

This field is system generated. This is the enrollment code.

Payroll Office Contact

No entry

This field is system generated. This is the name of the payroll office contact.

Reason Code

No entry

This field is system generated. This is the reconciliation reason code. For a list and descriptions of reconciliation reason codes, see **Reconciliation Reason Codes Table** in **Part 4**.

Payroll Office Comments

No entry

This field is system generated. These are comments that were entered on the Payroll Office Enrollee Reconcile page.

Carrier Comments

No entry

This field is system generated. These are comments that were entered on the Carrier Enrollee Validate page.

Total Records

No entry

This field is system generated. This is the total number of enrollee records displayed on the report.

▶**Note:** If the check box used to omit totals from a report is selected, this field is not displayed.◀

Payroll Office Enrollment Transmission (Report 5) Page Field Instructions

The Payroll Office Enrollment Transmission page is used to produce reports that show the timeliness of the transmission of quarterly payroll office enrollment data.

Note: Carriers are not authorized to produce this report.

Carrier Enrollment Transmission (Report 6) Page Field Instructions

The Carrier Enrollment Transmission page (**Figure 2:61**) is used to produce the Carrier Enrollment Transmission report (**Figure 2:62**). This report shows the timeliness of the transmission of quarterly carrier enrollment data. For instructions on using the Carrier Enrollment Transmission page, see **Viewing Carrier Enrollment Transmission (Report 6)** in **Part 2**.

Year

From

Optional default

Click the drop-down menu and select the year that begins the range of reconciliation years. If no year is selected, this field automatically defaults to the current reconciliation year.

To

Optional default

Click the drop-down menu and select the year that ends the range of reconciliation years. If no year is selected, this field automatically defaults to the current reconciliation year.

Quarter

From

Optional default

Click the drop-down menu and select the quarter that begins the range of reconciliation quarters. If no quarter is selected, this field automatically defaults to the current reconciliation quarter.

To

Optional default

Click the drop-down menu and select the quarter that ends the range of reconciliation quarters. If no quarter is selected, this field automatically defaults to the current reconciliation quarter.

Carrier ID

Optional

Click the drop-down menu and select the carrier identification code.

Transmissions

Optional default

This field allows users to display search results by the options listed below. If no display option is selected, this field automatically defaults to the All option. To choose a display option, select the radio button next to one of the following values:

`All`	Displays all records related to the search criteria.
`Accepted`	Displays all accepted records related to the search criteria.
`Rejected`	Displays all rejected records related to the search criteria.
`Not Received`	Displays statistics for all transmissions that were not received.

Order By

1st

Optional default

This field allows users to sort search results by the options listed below. If no sort option is selected, this field automatically defaults to the Carrier ID option. To choose a sort option, click the drop-down menu and select one of the following options to display the selected criteria in first sort search order:

`Carrier ID`	Sorts search results by carrier identification number.
`Name`	Sorts search results by enrollee name.
`Year/Quarter`	Sorts search results by reconciliation year and reconciliation quarter.
`Submission Date`	Sorts search results by submission date.
`Status`	Sorts search results by transmission status.

2nd

Optional

Click the drop-down menu and select one of the following options to display the selected criteria in second sort search order:

`Carrier ID`	Sorts search results by carrier identification number.
`Name`	Sorts search results by enrollee name.
`Year/Quarter`	Sorts search results by reconciliation year and reconciliation quarter.
`Submission Date`	Sorts search results by submission date.
`Status`	Sorts search results by transmission status.

3rd

Optional

Click the drop-down menu and select one of the following options to display the selected criteria in third sort search order:

`Carrier ID`	Sorts search results by carrier identification number.
`Name`	Sorts search results by enrollee name.
`Year/Quarter`	Sorts search results by reconciliation year and reconciliation quarter.
`Submission Date`	Sorts search results by submission date.
`Status`	Sorts search results by transmission status.

▶Check box to create report without totals

Optional

Select this check box to omit totals from the report.◀

Carrier Enrollment Transmission (Report 6) Field Descriptions

The Carrier Enrollment Transmission report (**Figure 2:62**) shows the timeliness of the transmission of quarterly carrier enrollment data. For instructions on viewing the Carrier Enrollment Transmission report, see **Viewing Carrier Enrollment Transmission (Report 6)** in **Part 2**.

Carrier

Carrier

No entry

This field is system generated. This is the carrier identification code.

Name

No entry

This field is system generated. This is the carrier’s name.

Year

No entry

This field is system generated. This is the reconciliation year.

Quarter

No entry

This field is system generated. This is the reconciliation quarter.

Date Due

No entry

This field is system generated. This is the transmission due date (MMDDYYYY) for the reconciliation quarter.

Submission Date

No entry

This field is system generated. This is the date (MMDDYYYY) the carrier enrollment data file was submitted for processing.

Status

No entry

This field is system generated. This field displays `000` for an accepted transmission; otherwise, a carrier system code is displayed. It indicates the status of a carrier enrollment data transmission. For a list and descriptions of carrier system codes, see Carrier System Codes Table in **Part 4**.

Accepted

No entry

This field is system generated. This is the number of transmissions that passed front-end edits and were accepted for processing.

▶**Note:** If the check box used to omit totals from a report is selected, this field is not displayed.◀

Rejected

No entry

This field is system generated. This is the number of transmissions that did not pass front-end edits and were rejected.

▶**Note:** If the check box used to omit totals from a report is selected, this field is not displayed.◀

Not Received

No entry

This field is system generated. This is the number of transmissions that were expected but not received.

▶**Note:** If the check box used to omit totals from a report is selected, this field is not displayed.◀

Total

No entry

This field is system generated. This is the sum of transmission records displayed on the report.

▶**Note:** If the check box used to omit totals from a report is selected, this field is not displayed.◀

Enrollment Change Summary (Report 7) Page Field Instructions

The Enrollment Change Summary page (**Figure 2:63**) is used to produce the Enrollment Change Summary report (**Figure 2:64**). This report displays additions and changes in enrollment between carriers and enrollment codes when comparing one quarter to any prior quarter. For instructions on using the Enrollment Change Summary page, see Viewing Enrollment Change Summary (Report 7) in **Part 2**.

Year

From

Optional default

Click the drop-down menu and select the year that begins the range of reconciliation years. If no year is selected, this field automatically defaults to the current reconciliation year.

To

Optional default

Click the drop-down menu and select the year that ends the range of reconciliation years. If no year is selected, this field automatically defaults to the current reconciliation year.

Quarter

From

Optional default

Click the drop-down menu and select the quarter that begins the range of reconciliation quarters. If no quarter is selected, this field automatically defaults to the current reconciliation quarter.

To

Optional default

Click the drop-down menu and select the quarter that ends the range of reconciliation quarters. If no quarter is selected, this field automatically defaults to the current reconciliation quarter.

Payroll Office ID

Required

Click the drop-down menu and select the payroll office identification number.

Carrier

Optional

Click the drop-down menu and select the carrier code.

Enrollment Code

Optional

Click the drop-down menu and select the enrollment code.

▶Check box to create report without totals

Optional

Select this check box to omit totals from the report.◀

Enrollment Change Summary (Report 7) Field Descriptions

The Enrollment Change Summary report (**Figure 2:64**) displays the additions and changes in enrollment between carriers and enrollment codes when comparing one quarter to any prior quarter. For instructions on viewing the Enrollment Change Summary report, see **Viewing Enrollment Change Summary (Report 7)** in **Part 2**.

Carrier

No entry

This field is system generated. This is the carrier identification code.

Code

No entry

This field is system generated. This is the enrollment code.

From (Quarter/Year)

No entry

This field is system generated. This is the number of enrollees covered by the enrollment code displayed in the Code field during the selected quarter and year.

To (Quarter/Year)

No entry

This field is system generated. This is the number of enrollees covered by the enrollment code displayed in the Code field during the selected quarter and year.

Change (#)

No entry

This field is system generated. This is the change in the number of enrollment code changes from the prior quarter to the current quarter.

Change (%)

No entry

This field is system generated. This is the change in percent of enrollment code changes from the prior quarter to the current quarter.

Enrollees (New/Add)

No entry

This field is system generated. This is the number of new or added enrollees.

Enrollees (Left/Drop)

No entry

This field is system generated. This is the number of dropped enrollees.

Total Records

No entry

This field is system generated. This is the total number of records displayed on the report.

▶**Note:** If the check box used to omit totals from a report is selected, this field is not displayed.◀

Carrier Gain/Loss Summary (Report 8) Page Field Instructions

The Carrier Gain/Loss Summary page (**Figure 2:65**) is used to produce the Carrier Gain/Loss Summary report (**Figure 2:66**). This report shows the movement of enrollees between carriers and plans (enrollment codes) when comparing one quarter to any prior quarter. For instructions on using the Carrier Gain/Loss Summary page, see **Viewing Carrier Gain/Loss Summary (Report 8)** in **Part 2**.

Year

From

Optional default

Click the drop-down menu and select the year that begins the range of reconciliation years. If no year is selected, this field automatically defaults to the current reconciliation year.

To

Optional default

Click the drop-down menu and select the year that ends the range of reconciliation years. If no year is selected, this field automatically defaults to the current reconciliation year.

Quarter

From

Optional default

Click the drop-down menu and select the quarter that begins the range of reconciliation quarters. If no quarter is selected, this field automatically defaults to the current reconciliation quarter.

To

Optional default

Click the drop-down menu and select the quarter that ends the range of reconciliation quarters. If no quarter is selected, this field automatically defaults to the current reconciliation quarter.

Carrier

Required

Click the drop-down menu and select the carrier code.

Enrollment Code

Optional

Click the drop-down menu and select the enrollment code.

Payroll Office ID

Optional

Click the drop-down menu and select the payroll office identification number.

▶Check box to create report without totals

Optional

Select this check box to omit totals from the report.◀

Carrier Gain/Loss Summary (Report 8) Field Descriptions

The Carrier Gain/Loss Summary report (**Figure 2:66**) shows the movement of enrollees between carriers and plans (enrollment codes) when comparing one quarter to any prior quarter. For instructions on viewing the Carrier Gain/Loss Summary report, see **Viewing Carrier Gain/Loss Summary (Report 8)** in **Part 2**.

From (Quarter/Year)

Carrier

No entry

This field is system generated. This is the carrier code.

Code

No entry

This field is system generated. This is the enrollment code.

To (Quarter/Year)

Carrier

No entry

This field is system generated. This is the carrier code.

Code

No entry

This field is system generated. This is the enrollment code.

Enrollment Changes

Added

No entry

This field is system generated. This is the number of enrollment changes that were added.

%

No entry

This field is system generated. This is the percent of enrollment changes that were added.

Dropped

No entry

This field is system generated. This is the number of enrollment changes that were dropped.

%

No entry

This field is system generated. This is the percent of enrollment changes that were dropped.

Total Records

No entry

This field is system generated. This is the total number of records displayed on the report.

▶**Note:** If the check box used to omit totals from a report is selected, this field is not displayed.◀

Reconciliation Reason Summary (Report 9) Page Field Instructions

The Reconciliation Reason Summary page (**Figure 2:67**) is used to produce the Reconciliation Reason Summary report (**Figure 2:68**). This report shows what caused the discrepancies that were identified during the reconciliation process for a single quarter. For instructions on using the Reconciliation Reason Summary page, see **Viewing Reconciliation Reason Summary (Report 9)** in **Part 2**.

Note: Entry of at least two optional fields (e.g., Carrier, Enrollment Code, etc.) is required to produce a report.

Year

Optional default

Click the drop-down menu and select the reconciliation year. If no year is selected, this field automatically defaults to the current reconciliation year.

Quarter

Optional default

Click the drop-down menu and select the reconciliation quarter. If no quarter is selected, this field automatically defaults to the current reconciliation quarter.

Carrier

Optional

Click the drop-down menu and select the carrier code.

Enrollment Code

Optional

Click the drop-down menu and select the enrollment code.

Payroll Office ID

Optional

Click the drop-down menu and select the payroll office identification number.

Agency

Optional, alphanumeric, 4 positions

Type the agency identification code (example: AG90 for U.S. Department of Agriculture, Office of the Chief Financial Officer).

Personnel Office ID

Optional, alphanumeric, 4 positions

Type the personnel office identification number.

Reason Code

Optional

Click the drop-down menu and select the reconciliation reason code. For a list and descriptions of these codes, see **Reconciliation Reason Codes Table** in **Part 4.**

Order By

1st

Optional default

This field allows users to sort search results by the options listed below. If no sort option is selected, this field automatically defaults to the Carrier option. To choose a sort option, click the drop-down menu and select one of the following options to display the selected criteria in first sort search order:

Agency	Sorts search results by agency code.
Carrier	Sorts search results by carrier code.
Enrollment Code	Sorts search results by enrollment code.
Payroll Office	Sorts search results by payroll office identification number.
Personnel Office ID	Sorts search results by personnel office identification number.
Reason Code	Sorts search results by reconciliation reason code.

2nd

Optional

Click the drop-down menu and select one of the following options to display the selected criteria in second sort search order:

Agency	Sorts search results by agency code.
Carrier	Sorts search results by carrier code.
Enrollment Code	Sorts search results by enrollment code.
Payroll Office	Sorts search results by payroll office identification number.
Personnel Office ID	Sorts search results by personnel office identification number.
Reason Code	Sorts search results by reconciliation reason code.

3rd

Optional

Click the drop-down menu and select one of the following options to display the selected criteria in third sort search order:

Agency	Sorts search results by agency code.
Carrier	Sorts search results by carrier code.
Enrollment Code	Sorts search results by enrollment code.
Payroll Office	Sorts search results by payroll office identification number.
Personnel Office ID	Sorts search results by personnel office identification number.
Reason Code	Sorts search results by reconciliation reason code.

4th

Optional

Click the drop-down menu and select one of the following options to display the selected criteria in fourth sort search order:

Agency	Sorts search results by agency code.
Carrier	Sorts search results by carrier code.
Enrollment Code	Sorts search results by enrollment code.
Payroll Office	Sorts search results by payroll office identification number.
Personnel Office ID	Sorts search results by personnel office identification number.
Reason Code	Sorts search results by reconciliation reason code.

5th

Optional

Click the drop-down menu and select one of the following options to display the selected criteria in fifth sort search order:

`Agency`	Sorts search results by agency code.
`Carrier`	Sorts search results by carrier code.
`Enrollment Code`	Sorts search results by enrollment code.
`Payroll Office`	Sorts search results by payroll office identification number.
`Personnel Office ID`	Sorts search results by personnel office identification number.
`Reason Code`	Sorts search results by reconciliation reason code.

6th

Optional

Click the drop-down menu and select one of the following options to display the selected criteria in sixth sort search order:

`Agency`	Sorts search results by agency code.
`Carrier`	Sorts search results by carrier code.
`Enrollment Code`	Sorts search results by enrollment code.
`Payroll Office`	Sorts search results by payroll office identification number.
`Personnel Office ID`	Sorts search results by personnel office identification number.
`Reason Code`	Sorts search results by reconciliation reason code.

▶Check box to create report without totals

Optional

Select this check box to omit totals from the report.◀

Reconciliation Reason Summary (Report 9) Field Descriptions

The Reconciliation Reason Summary report (**Figure 2:68**) shows what caused the discrepancies that were identified during the reconciliation process for a single quarter. For instructions on viewing the Reconciliation Reason Summary report, see **Viewing Reconciliation Reason Summary (Report 9)** in **Part 2**.

Payroll Office

No entry

This field is system generated. This is the payroll office identification number.

Carrier

No entry

This field is system generated. This is the carrier code.

Code

No entry

This field is system generated. This is the enrollment code.

Agency

No entry

This field is system generated. This is the agency identification code. This code consists of the department code and agency code.

POI

No entry

This field is system generated. This is the personnel office identification number.

Reason

No entry

This field is system generated. This is the reconciliation reason code. For a list and descriptions of reconciliation reason codes, see **Reconciliation Reason Codes Table** in **Part 4**.

Total

No entry

This field is system generated. This is the number of specified reconciliation reason codes that meet the criteria entered on the Reconciliation Reason Summary page.

Total Errors

No entry

This field is system generated. This is the sum of the numbers displayed in the Total field.

▶**Note:** If the check box used to omit totals from a report is selected, this field is not displayed.◀

Total Records

No entry

This field is system generated. This is the total number of records displayed on the report.

▶**Note:** If the check box used to omit totals from a report is selected, this field is not displayed.◀

Reconciliation Action Summary (Report 10) Page Field Instructions

The Reconciliation Action Summary page (**Figure 2:69**) is used to produce the Reconciliation Action Summary report (**Figure 2:70**). This report displays the action to be taken to correct the discrepancies identified during the reconciliation process for a single quarter. For instructions on using the Reconciliation Action Summary page, see **Viewing Reconciliation Action Summary (Report 10)** in **Part 2**.

Note: Entry of at least two optional fields (e.g., Carrier, Enrollment Code, etc.) is required to produce a report.

Year

Optional default

Click the drop-down menu and select the reconciliation year. If no year is selected, this field automatically defaults to the current reconciliation year.

Quarter

Optional default

Click the drop-down menu and select the reconciliation quarter. If no quarter is selected, this field automatically defaults to the current reconciliation quarter.

Carrier

Optional

Click the drop-down menu and select the carrier code.

Enrollment Code

Optional

Click the the drop-down menu and select the enrollment code.

Payroll Office ID

Optional

Click the drop-down menu and select the payroll office identification number.

Agency

Optional, alphanumeric, 4 positions

Type the agency identification code (example: AG90 for U.S. Department of Agriculture, Office of the Chief Financial Officer).

Personnel Office ID

Optional, alphanumeric, 4 positions

Type the personnel office identification number.

Action Code

Optional

Click the drop-down menu and select the reconciliation action code. For a list and descriptions of these codes, see **Reconciliation Action Codes Table** in **Part 4**.

Order By

1st

Optional default

This field allows users to sort search results by the options listed below. If no sort option is selected, this field automatically defaults to the Carrier option. To choose a sort option, click the drop-down menu and select one of the following options to display the selected criteria in first sort search order:

Action Code	Sorts search results by reconciliation action code.
Agency	Sorts search results by agency code.

CLER Field Descriptions And Instructions

`Carrier`	Sorts search results by carrier code.
`Enrollment Code`	Sorts search results by enrollment code.
`Payroll Office`	Sorts search results by payroll office identification number.
`Personnel Office ID`	Sorts search results by personnel office identification number.

2nd

Optional

Click the drop-down menu and select one of the following options to display the selected criteria in second sort search order:

`Action Code`	Sorts search results by reconciliation action code.
`Agency`	Sorts search results by agency code.
`Carrier`	Sorts search results by carrier code.
`Enrollment Code`	Sorts search results by enrollment code.
`Payroll Office`	Sorts search results by payroll office identification number.
`Personnel Office ID`	Sorts search results by personnel office identification number.

3rd

Optional

Click the drop-down menu and select one of the following options to display the selected criteria in third sort search order:

`Action Code`	Sorts search results by reconciliation action code.
`Agency`	Sorts search results by agency code.
`Carrier`	Sorts search results by carrier code.
`Enrollment Code`	Sorts search results by enrollment code.
`Payroll Office`	Sorts search results by payroll office identification number.
`Personnel Office ID`	Sorts search results by personnel office identification number.

4th

Optional

Click the drop-down menu and select one of the following options to display the selected criteria in fourth sort search order:

`Action Code`	Sorts search results by reconciliation action code.
`Agency`	Sorts search results by agency code.
`Carrier`	Sorts search results by carrier code.
`Enrollment Code`	Sorts search results by enrollment code.
`Payroll Office`	Sorts search results by payroll office identification number.
`Personnel Office ID`	Sorts search results by personnel office identification number.

5th

Optional

Click the drop-down menu and select one of the following options to display the selected criteria in fifth sort search order:

`Action Code`	Sorts search results by reconciliation action code.
`Agency`	Sorts search results by agency code.
`Carrier`	Sorts search results by carrier code.
`Enrollment Code`	Sorts search results by enrollment code.
`Payroll Office`	Sorts search results by payroll office identification number.
`Personnel Office ID`	Sorts search results by personnel office identification number.

6th

Optional

Click the drop-down menu and select one of the following options to display the selected criteria in sixth sort search order:

`Action Code`	Sorts search results by reconciliation action code.
`Agency`	Sorts search results by agency code.
`Carrier`	Sorts search results by carrier code.
`Enrollment Code`	Sorts search results by enrollment code.
`Payroll Office`	Sorts search results by payroll office identification number.
`Personnel Office ID`	Sorts search results by personnel office identification number.

▶Check box to create report without totals

Optional

Select this check box to omit totals from the report.◀

Reconciliation Action Summary (Report 10) Field Descriptions

The Reconciliation Action Summary report (**Figure 2:70**) displays the action to be taken to correct the discrepancies identified during the reconciliation process for a single quarter. For instructions on viewing the Reconciliation Action Summary report, see **Viewing Reconciliation Action Summary (Report 10)** in **Part 2**.

Payroll Office

No entry

This field is system generated. This is the payroll office identification number.

Carrier

No entry

This field is system generated. This is the carrier code.

Code

No entry

This field is system generated. This is the enrollment code.

Agency

No entry

This field is system generated. This is the agency identification code. This code consists of the department code and agency code.

POI

No entry

This field is system generated. This is the personnel office identification number.

Action

No entry

This field is system generated. This is the reconciliation action code. For a list and descriptions of reconciliation action codes, see **Reconciliation Action Codes Table** in **Part 4**.

Total

No entry

This field is system generated. This is the number of specified reconciliation action codes that meet the criteria entered on the Reconciliation Action Summary page.

Total Errors

No entry

This field is system generated. This is the sum of the numbers displayed in the Total field.

▶**Note:** If the check box used to omit totals from a report is selected, this field is not displayed.◀

Total Records

No entry

This field is system generated. This is the total number of records displayed on the report.

▶**Note:** If the check box used to omit totals from a report is selected, this field is not displayed.◀

Reconciliation Summary (Report 11) Page Field Instructions

The Reconciliation Summary page (**Figure 2:71**) is used to produce the Reconciliation Summary report (**Figure 2:72**). This report shows the progress that has been made to reconcile the discrepancies found in a single quarter. For instructions on using the Reconciliation Summary page, see **Viewing Reconciliation Summary (Report 11)** in **Part 2**.

Note: Entry of at least two optional fields (e.g., Agency, Personnel Office ID, etc.) is required to produce a report.

Payroll Office ID

Required

Click the drop-down menu and select the payroll office identification number.

Year

Optional default

Click the drop-down menu and select the reconciliation year. If no year is selected, this field automatically defaults to the current reconciliation year.

Quarter

Optional default

Click the drop-down menu and select the reconciliation quarter. If no quarter is selected, this field automatically defaults to the current reconciliation quarter.

Reconciliation Date

From

Optional

This is the beginning reconciliation date for the range of reconciliation dates. To select this date, click the first drop-down menu and select the month; click the second drop-down menu and select the day; and click the third drop-down menu and select the year.

To

Optional

This is the ending reconciliation date for the range of reconciliation dates. To select this date, click the first drop-down menu and select the month; click the second drop-down menu and select the day; and click the third drop-down menu and select the year.

Agency

Optional, alphanumeric, 4 positions

Type the agency identification code (example: AG90 for U.S. Department of Agriculture, Office of the Chief Financial Officer).

Personnel Office ID

Optional, alphanumeric, 4 positions

Type the personnel office identification number.

Carrier

Optional

Click the drop-down menu and select the carrier code.

Enrollment Code

Optional

Click the drop-down menu and select the enrollment code.

Order By

1st

Optional default

This field allows users to sort search results by the options listed below. If no sort option is selected, this field automatically defaults to the Carrier option. To choose a sort option, click the drop-down menu and select one of the following options to display the selected criteria in first sort search order:

`Agency`	Sorts search results by agency code.
`Carrier`	Sorts search results by carrier code.
`Enrollment Code`	Sorts search results by enrollment code.
`Pers. Office ID`	Sorts search results by personnel office identification number.

2nd

Optional

Click the drop-down menu and select one of the following options to display the selected criteria in second sort search order:

`Agency`	Sorts search results by agency code.
`Carrier`	Sorts search results by carrier code.
`Enrollment Code`	Sorts search results by enrollment code.
`Pers. Office ID`	Sorts search results by personnel office identification number.

3rd

Optional

Click the drop-down menu and select one of the following options to display the selected criteria in third sort search order:

`Agency`	Sorts search results by agency code.
`Carrier`	Sorts search results by carrier code.
`Enrollment Code`	Sorts search results by enrollment code.
`Pers. Office ID`	Sorts search results by personnel office identification number.

4th

Optional

Click the drop-down menu and select one of the following options to display the selected criteria in fourth sort search order:

`Agency`	Sorts search results by agency code.
`Carrier`	Sorts search results by carrier code.
`Enrollment Code`	Sorts search results by enrollment code.
`Pers. Office ID`	Sorts search results by personnel office identification number.

▶Check box to create report without totals

Optional

Select this check box to omit totals from the report.◀

Reconciliation Summary (Report 11) Field Descriptions

The Reconciliation Summary report (**Figure 2:72**) shows the progress that has been made to reconcile the discrepancies found in a single quarter. For instructions on viewing the Reconciliation Summary report, see **Viewing Reconciliation Summary (Report 11)** in **Part 2**.

Payroll Office

No entry

This field is system generated. This is the payroll office identification number.

Carrier

No entry

This field is system generated. This is the carrier code.

Code

No entry

This field is system generated. This is the enrollment code.

Agcy

No entry

This field is system generated. This is the agency identification code. This code consists of the department code and agency code.

POI

No entry

This field is system generated. This is the personnel office identification number.

Enrollees

No entry

This field is system generated. This is the number of enrollee records that meet the criteria entered on the Reconciliation Summary page.

Matches

No entry

This field is system generated. This is the number of matching records that meet the criteria entered on the Reconciliation Summary page.

%

No entry

This field is system generated. This is the percentage of matching records to enrollee records.

Discrepancies

#

No entry

This field is system generated. This is the number of discrepancies.

Recon

No entry

This field is system generated. This is the number of reconciled discrepancies.

%

No entry

This field is system generated. This is the percentage of reconciled discrepancies to reported discrepancies.

Unrecon

No entry

This field is system generated. This is the number of unreconciled discrepancies.

Corrective Actions

Validated

No entry

This field is system generated. This is the number of discrepancies/reconciliation actions that were validated by the carrier.

%

No entry

This field is system generated. This is the percentage of discrepancies/reconciliation actions validated to total corrective actions.

Unvalidated

No entry

This field is system generated. This is the number of discrepancies/reconciliation actions that were not validated by the carrier.

Code-Total

No entry

This field is system generated. This is the sum of records by enrollment code.

▶**Note:** If the check box used to omit totals from a report is selected, this field is not displayed.◀

Carrier-Total

No entry

This field is system generated. This is the sum of records by carrier.

▶**Note:** If the check box used to omit totals from a report is selected, this field is not displayed.◀

Grand-Total

No entry

This field is system generated. This is the sum of records by enrollment code and carrier.

▶**Note:** If the check box used to omit totals from a report is selected, this field is not displayed.◀

▶Carrier Discrepancy Listing (Report 12) Page Field Instructions

The Carrier Discrepancy Listing page (**Figure 2:73**) is used to produce the Carrier Discrepancy Listing report (**Figure 2:74**). This report provides a listing by carrier identification code of carrier and payroll office enrollee records that match, as well as records marked with carrier warning and discrepancy codes. For instructions on using the Carrier Discrepancy Listing page, see **Viewing Carrier Discrepancy Listing (Report 12)** in **Part 2**.

Note: Entry of at least two optional fields (e.g., Payroll Office ID, Enrollment Code, etc.) is required to produce a report, unless you complete the **entire** SSN field, in which case, no other entries are needed.

Carrier ID

Optional default

Click the drop-down menu and select your organization's carrier identification code. If no code is selected, this field automatically defaults to your organization's carrier identification code.

Year

Optional default

Click the drop-down menu and select the reconciliation year. If no year is selected, this field automatically defaults to the current reconciliation year.

Quarter

Optional default

Click the drop-down menu and select the reconciliation quarter. If no quarter is selected, this field automatically defaults to the current reconciliation quarter.

Fail Count

To search for enrollee records by a specific fail count number or a range of fail count numbers, complete the fields as described below.

From

Optional, numeric, 3 positions max.

To search for enrollee records by a specific fail count number, type the number, then go to the To field.

To search for enrollee records by a range of fail count numbers, type the number that starts the range, then go to the To field.

To

Optional, numeric, 3 positions max.

To search for enrollee records by a specific fail count number, type the number that was typed in the From field.

To search for enrollee records by a range of fail count numbers, type the number that ends the range.

SSN

To search for a specific enrollee record by social security number (SSN), or to search for a range of enrollee records by a range of SSNs, complete the fields as described below.

Note: A search for enrollee records by **complete** enrollee SSNs will display the records without the need to complete another optional data entry field (e.g., Payroll Office ID, Enrollment Code, etc.) on this page.

From

Optional, numeric, 9 positions max.

To search for a specific enrollee record by SSN, type the SSN and skip the To field.

To search for a range of enrollee records by a range of SSNs, type the SSN that starts the range, then go to the To field.

To

Optional, numeric, 9 positions max.

When searching for a range of enrollee records by a range of SSNs, type the SSN that ends the range; otherwise, leave blank.

Payroll Office ID

Optional

Click the drop-down menu and select the payroll identification number.

Enrollment Code

Optional

Click the drop-down menu and select the enrollment code.

Error Code

Optional

Click the drop-down menu and select the error code. For a list and descriptions of these codes, see **Discrepancy Codes Table** in **Part 4**.

Warning Code

Optional

Click the drop-down menu and select the warning code. For a list and descriptions of these codes, see **Warning Codes Table** in **Part 4**.

Discrepancies

Optional default

This field allows users to display search results by the options listed below. If no display option is selected, this field automatically defaults to the All option. To choose a display option, select the radio button next to one of the following values:

`All`	Displays all records related to the search criteria.
`Unreconciled`	Displays all records with unreconciled discrepancies related to the search criteria.
`Errors`	Displays all records with errors related to the search criteria.
`Warnings`	Displays all records with warnings related to the search criteria.
`Reconciled`	Displays all records with reconciled discrepancies related to the search criteria.
`None`	Displays all records with no discrepancies related to the search criteria.
`Not Validated`	Displays records related to the search criteria that have not been validated.

Order By

1st

Optional default

This field allows users to sort search results by the options listed below. If no sort option is selected, this field automatically defaults to the Name option. To choose a sort option, click the drop-down menu and select one of the following options to display the selected criteria in first sort search order:

Enrollment Code	Sorts search results by enrollment code.
Fail Count	Sorts search results by the number of times a record has failed the quarterly edit process.
Name	Sorts search results by enrollee name.
SSNO	Sorts search results by enrollee social security number.
Payroll ID	Sorts search results by payroll office identification number.

2nd

Optional default

This field allows users to sort search results by the options listed below. If no sort option is selected, this field automatically defaults to the SSNO option. To choose a sort option, click the drop-down menu and select one of the following options to display the selected criteria in second sort search order:

Enrollment Code	Sorts search results by enrollment code.
Fail Count	Sorts search results by the number of times a record has failed the quarterly edit process.
Name	Sorts search results by enrollee name.
SSNO	Sorts search results by enrollee social security number.
Payroll ID	Sorts search results by payroll office identification number.

3rd

Optional

Click the drop-down menu and select one of the following options to display the selected criteria in third sort search order:

Enrollment Code	Sorts search results by enrollment code.
Fail Count	Sorts search results by the number of times a record has failed the quarterly edit process.
Name	Sorts search results by enrollee name.
SSNO	Sorts search results by enrollee social security number.
Payroll ID	Sorts search results by payroll office identification number.

4th

Optional

Click the drop-down menu and select one of the following options to display the selected criteria in fourth sort search order:

Enrollment Code	Sorts search results by enrollment code.
Fail Count	Sorts search results by the number of times a record has failed the quarterly edit process.

`Name`	Sorts search results by enrollee name.
`SSNO`	Sorts search results by enrollee social security number.
`Payroll ID`	Sorts search results by payroll office identification number.

5th

Optional

Click the drop-down menu and select one of the following options to display the selected criteria in fifth sort search order:

`Enrollment Code`	Sorts search results by enrollment code.
`Fail Count`	Sorts search results by the number of times a record has failed the quarterly edit process.
`Name`	Sorts search results by enrollee name.
`SSNO`	Sorts search results by enrollee social security number.
`Payroll ID`	Sorts search results by payroll office identification number.

6th

Optional

Click the drop-down menu and select one of the following options to display the selected criteria in sixth sort search order:

`Enrollment Code`	Sorts search results by enrollment code.
`Fail Count`	Sorts search results by the number of times a record has failed the quarterly edit process.
`Name`	Sorts search results by enrollee name.
`SSNO`	Sorts search results by enrollee social security number.
`Payroll ID`	Sorts search results by payroll office identification number.

Check box to create report without totals

Optional

Select this check box to omit totals from the report.

◄

►Carrier Discrepancy Listing (Report 12) Field Descriptions

The Carrier Discrepancy Listing report (**Figure 2:74**) displays a listing by carrier identification code of carrier and payroll office enrollee records that match, as well as records marked with carrier warning and discrepancy codes. For instructions on viewing the Carrier Discrepancy Listing report, see **Viewing Carrier Discrepancy Listing (Report 12)** in **Part 2**.

Carrier

SSN

No entry

This field is system generated. This is the enrollee’s social security number submitted by the carrier.

Name

No entry

This field is system generated. This is the enrollee's name submitted by the carrier.

Code

No entry

This field is system generated. This is the enrollment code submitted by the carrier.

Eff. Date

No entry

This field is system generated. This is the enrollment effective date (MM/DD/YYYY) submitted by the carrier.

Payroll Office

Payroll ID

No entry

This field is system generated. This is the payroll office identification number.

Name

No entry

This field is system generated. This is the enrollee's name submitted by the payroll office.

Code

No entry

This field is system generated. This is the enrollment code submitted by the payroll office.

Eff. Date

No entry

This field is system generated. This is the enrollment effective date (MM/DD/YYYY) submitted by the payroll office.

Discrepancy

No entry

This field is system generated. This is the error or warning code generated by CLER. For lists and descriptions of error and warning codes, see **Discrepancy Codes Table** and **Warning Codes Table** in **Part 4**.

Fail Count

No entry

This field is system generated. This is the number of times the initial discrepancy has been identified and reported.

Errors

No entry

This field is system generated. This is the sum of error codes displayed in the Discrepancy field.

Note: If the check box used to omit totals from a report is selected, this field is not displayed.

Warnings

No entry

This field is system generated. This is the sum of warning codes displayed in the Discrepancy field.

Note: If the check box used to omit totals from a report is selected, this field is not displayed.

Total Records

No entry

This field is system generated. This is the total number of enrollee records displayed on the report.

Note: If the check box used to omit totals from a report is selected, this field is not displayed.

◄

Maintenance Field Descriptions And Instructions

This section presents the following topics:

Schedules Page Field Instructions

The Schedules page (**Figure 2:76**) is used to search for schedule records by year. For instructions on using the Schedules page, see **Viewing Schedule Records** in **Part 2**.

Year

Required, alphanumeric, 4 positions

Type the reconciliation year.

Schedules Search Results Page Field Descriptions

The Schedules Search Results page (**Figure 2:77**) displays a list of schedule records resulting from the search criteria entered on the Schedules page (**Figure 2:76**). For instructions on using the Schedules Search Results page, see **Viewing Schedule Records** in **Part 2**.

Year

No entry

This field is system generated. This is the reconciliation year.

Quarter

No entry

This field is system generated. This is the reconciliation quarter.

Start Date

No entry

This field is system generated. This is the date the input from carriers and payroll offices is processed.

Submission Reminder Date

No entry

This field is system generated. This is the date the submission reminder is sent.

Cut Off Date

No entry

This field is system generated. This is the date that CLER accepts no quarterly enrollment data from carriers or payroll offices.

Response Reminder Date

No entry

This field is system generated. This is the date a reminder regarding the lack of response to discrepancy reasons and action codes will be sent to carriers.

Schedules View Page Field Descriptions

The Schedules View page (**Figure 2:78**) displays a selected schedule record. For instructions on using the Schedules View page, see **Viewing Schedule Records** in **Part 2**.

Year

No entry

This field is system generated. This is the reconciliation year.

Quarter

No entry

This field is system generated. This is the reconciliation quarter.

Start Date

No entry

This field is system generated. This is the date the input from carriers and payroll offices is processed.

Submission Reminder Date

No entry

This field is system generated. This is the date the submission reminder is sent.

Cut Off Date

No entry

This field is system generated. This is the date that CLER accepts no quarterly enrollment data from carriers or payroll offices.

Response Reminder Date

No entry

This field is system generated. This is the date a reminder regarding the lack of response to discrepancy reasons and action codes will be sent to carriers.

Last CL10 Date

No entry

This field is system generated. This is the last date of the initial editing and processing of the payroll office enrollment file transmission.

Last CL10 Time

No entry

This field is system generated. This is the last time of the initial editing and processing of the payroll office enrollment file transmission.

Last CL20 Date

No entry

This field is system generated. This is the last date of the initial editing and processing of the carrier enrollment file transmission.

Last CL20 Time

No entry

This field is system generated. This is the last time of the initial editing and processing of the carrier enrollment file transmission.

Last CL30 Date

No entry

This field is system generated. This is the last date the payroll office enrollment record fields were edited and matched.

Last CL30 Time

No entry

This field is system generated. This is the last time the payroll office enrollment record fields were edited and matched.

Last CL40 Date

No entry

This field is system generated. This is the last date the carrier enrollment record fields were edited and matched.

Last CL40 Time

No entry

This field is system generated. This is the last time the carrier enrollment record fields were edited and matched.

Last CL50 Date

No entry

This field is reserved for future use.

Last CL50 Time

No entry

This field is reserved for future use.

Last CL60 Date

No entry

This field is system generated. This is the last date the error statistics record fields were updated.

Last CL60 Time

No entry

This field is system generated. This is the last time the error statistics record fields were updated.

Last CL70 Date

No entry

This field is reserved for future use.

Last CL70 Time

No entry

This field is reserved for future use.

Last CL80 Date

No entry

This field is system generated. This is the last date the 2809 corrective action files were processed and transmitted to the OPM Data Hub.

Last CL80 Time

No entry

This field is system generated. This is the last time the 2809 corrective action files were processed and transmitted to the OPM Data Hub.

Last CL90 Date

No entry

This field is system generated. This is the last date the 2810 corrective action files were processed and transmitted to the OPM Data Hub.

Last CL90 Time

No entry

This field is system generated. This is the last time the 2810 corrective action files were processed and transmitted to the OPM Data Hub.

Last Changed

ID

No entry

This field is system generated. This is the user identification number of the individual who made the most recent change to the record.

Date

No entry

This field is system generated. This is the date of the most recent change.

Time

No entry

This field is system generated. This is the time of the most recent change.

System Codes Page Field Instructions

The System Codes page (**Figure 2:79**) is used to search for system code records. For instructions on using the System Codes page, see **Viewing System Code Records** in **Part 2**.

Display

Optional default

This field allows users to display search results by the options listed below. If no display option is selected, this field automatically defaults to the All option. To choose a display option, select the radio button next to one of the following values:

All	Displays all codes.
Discrepancy	Displays all discrepancy codes.
Warning	Displays all warning codes.
Reconciliation Reason	Displays all reconciliation reason codes.
Reconciliation Action	Displays all reconciliation action codes.
Corrective Action	Displays all corrective action response codes.
System	Displays all system codes.

System Codes Search Results Page Field Descriptions

The System Codes Search Results page (**Figure 2:80**) displays a list of system code records resulting from the search criteria entered on the System Codes page (**Figure 2:79**). For instructions on using the System Codes Search Results page, see **Viewing System Code Records** in **Part 2**.

Code

No entry

This field is system generated. This is the code number. For lists and descriptions of valid codes, see **CLER Reference Tables** in **Part 4**.

Affects Payroll

No entry

This field is system generated. This field is populated by value Yes or No. The value of this field indicates whether or not the code affects the payroll office.

Affects Carrier

No entry

This field is system generated. This field is populated by value Yes or No. The value of this field indicates whether or not the code affects the carrier.

Description

No entry

This field is system generated. This is descriptive text that corresponds to the code.

System Codes View Page Field Descriptions

The System Codes View page (**Figure 2:81**) displays a selected system code record. For instructions on using the System Codes View page, see **Viewing System Code Records** in **Part 2**.

Code

No entry

This field is system generated. This is the code number. For lists and descriptions of valid codes, see **CLER Reference Tables** in **Part 4**.

Affects

No entry

This field is system generated. The values listed below indicate the following:

`Payroll Office`	A selected radio button indicates the code affects the payroll office only.
`Carrier`	A selected radio button indicates the code affects the carrier only.
`Both`	A selected radio button indicates the code affects the payroll office and carrier.
`Not Applicable`	A selected radio button indicates the code affects neither the payroll office nor carrier.

Description

No entry

This field is system generated. This is descriptive text regarding the enrollment record.

Explanation

No entry

This field is system generated. This is a detailed explanation of the code.

Last Changed

ID

No entry

This field is system generated. This is the user identification number of the individual who made the most recent change to the record.

Date

No entry

This field is system generated. This is the date of the most recent change.

Time

No entry

This field is system generated. This is the time of the most recent change.

PART 4.

CLER Reference Tables

This part contains the following sections:

Discrepancy Codes Table

A discrepancy code indicates an error occurred during the edit process. A record that has no discrepancies is considered reconciled. The table below lists discrepancy codes for CLER.

Code	Description	Explanation
101	Invalid Payroll Office ID Number On Payroll Office Record	NFC will investigate these and determine which payroll office is responsible for the record.
102	Invalid Payroll Office ID Number On Carrier Record	NFC will investigate these and determine which payroll office is responsible for the record.
120	Invalid/Missing Enrollment Code On Payroll Office Record	The enrollment code is for an invalid plan or option or it is missing.
121	Invalid/Missing Enrollment Code On Carrier Record	The enrollment code is for an invalid plan or option or it is missing.
140	Missing Enrollee ID Number On Payroll Office Record	The payroll office record did not contain a value for Enrollee SSN, Alternate SSN, Pseudo SSN, or Other Payroll Office ID.
141	Missing Enrollee ID Number On Carrier Record	The carrier record did not contain a value for Enrollee SSN, Alternate SSN, Pseudo SSN, or Other Payroll Office ID.
142	Missing Last Name On Payroll Office Record	The payroll office record did not contain the last name of the enrollee.
143	Missing Last Name On Carrier Record	The carrier record did not contain the last name of the enrollee.
160	Enrollee On Carrier Record But No Payroll Office Record Found	The carrier reported this enrollee as being under your payroll office but your office reported no record for this enrollee.
161	Enrollee On Carrier Record But Reported Under Different Payroll Office	The enrollee is reported on your payroll office records and a matching carrier record was found for this enrollee, but the carrier record lists the enrollee under a different payroll office.
162	Enrollee Reported On Carrier Record Under Pay ID, But Found In Another Carr. ID	Enrollee is reported on a carrier record under the Carrier ID for the enrollment plan you submitted. However, enrollee record also found on a different Carrier ID.
163	Enrollee On Your Payroll Office Record, But No Carrier Record Found	The payroll office lists this enrollee as having coverage, but there is no corresponding carrier record.
164	Enrollee On Payroll Office And Carrier Records But Enrollment Codes Do Not Match	The enrollee is on a payroll office record and a matching carrier record was found. The enrollment codes of the two records, however, do not match.
165	Enrollee On Multiple Payroll Office Records - Reported To Each Payroll Office	This enrollee was included on more than one payroll office record. This situation usually happens when the enrollee is transferring jobs from one agency to another. Payroll offices that report having this enrollee will receive this error message and should contact the other(s) to resolve this discrepancy. Also, payroll offices that service more than one agency may have more than one record for an employee. These records will be reported to the servicing payroll office.

Code	Description	Explanation
166	Enrollee On Multiple Carrier Records	This enrollee was included in the files of one or more carriers. Payroll offices specified in the carrier records will receive this error message and should contact each other to resolve this situation.
167	Enrollee ID On Payroll Office More Than Once	Same enrollee on the same payroll office record more than once.

Warning Codes Table

A warning code indicates that there is a certain condition that was flagged by CLER during the reconciliation process that is not considered a discrepancy error. Agencies, at their discretion, may correct records flagged with these warnings, but the presence of warnings, by themselves, do not make a record unreconciled. The table below lists warning codes for CLER.

Code	Description	Explanation
201	Enrollees Name Does Not Match	For those agencies that have separate fields for the first, middle, and last name: the first and last name fields of the payroll office's record will be matched to the carrier's record, and, if they are different, there will be a warning. For those agencies that have one field for the first, middle, and last name: the last name and first name of the carrier record will be compared with the equal number of characters of the last name field of the payroll office record. If they do not match, then there will be a warning.
202	Withholdings/Contribution Amount Missing Or Incorrect	The amount of withholdings/contributions does not match the standard expected amount or is missing entirely. Some situations that may result in this warning include: Enrollee transferred from one payroll office to another within a single pay period. Enrollee did not contribute any money that particular pay period. Enrollee record shows an adjustment of previously reported premium amounts.
203	Invalid Submitting Office Number	Submitting office number on payroll office enrollee does not match any payroll office personnel office identifier contact record.

Carrier System Codes Table

A carrier system code indicates the status of a carrier enrollment data transmission. The following table lists carrier system codes for CLER.

Code	Description	Explanation
401	Invalid As-Of Date	Invalid Gregorian date in the As-Of-Date field on the header record. The transmission will be rejected, but the TRAN_RCPT table will be updated. An R (for replacement) will need to be in the Processing Code field when the transmission is resubmitted.
402	The Footer Record Count Not Equal To Detail Count	The Record Count listed in the FOOTER record is not equal to the actual count produced from the program. The transmission will be rejected, but the TRAN_RCPT table will be updated. An R (for replacement) will need to be in the Processing Code field when the transmission is resubmitted.
403	Error Threshold Exceeded	The number or percentage of errors exceeded the allowed threshold or NO threshold has been set. The transmission will be rejected, but the TRAN_RCPT table will be updated. An R (for replacement) will need to be in the Processing Code field when the transmission is resubmitted.
404	No Footer Record	The Footer record was left off the transmission. The transmission will be rejected, but the TRAN_RCPT table will be updated. An R (for replacement) will need to be in the Processing Code field when the transmission is resubmitted.
405	Invalid Carrier ID On Footer Record	The Carrier ID listed on the Footer record does not match the Carrier ID on the Header record. The transmission will be rejected, but the TRAN_RCPT table will be updated. An R (for replacement) will need to be in the Processing Code field when the transmission is resubmitted.
406	Invalid Carrier ID On Header Record	The Carrier ID on the Header record is invalid or not active during this time period. The transmission will be rejected AND no table will be updated. If this is the INITIAL transmission, the processing code will need to be an I or space (for Initial transmission) when the transmission is resubmitted.
407	Invalid Reconciliation Year And/Or Quarter	The Reconciliation Year and/or Quarter does not match any on the Schedule Table. The transmission will be rejected AND no table will be updated. If this is the INITIAL transmission, the processing code will need to be an I or space (for Initial transmission) when the transmission is resubmitted.
408	Invalid Processing Code	Either the Processing Code was Invalid or used incorrectly for the type of transmission. The transmission will be rejected AND no table will be updated. If this is the INITIAL transmission, the processing code will need to be an I or space (for Initial transmission) when the transmission is resubmitted.
409	Carrier Transmission Has Been Replaced	The carrier transmission has been replaced by another transmission for the applicable year and quarter.
410	Invalid Submission Date	Invalid Gregorian date in the Submission date field on the header record. The transmission will be rejected, but the TRAN_RCPT table will be updated. An R (for replacement) will need to be in the Processing Code field when the transmission is resubmitted.

Reconciliation Reason Codes Table

Reconciliation reason codes are used by agencies to explain the cause of a discrepancy. After an agency researches a discrepancy, it will enter one of the following codes into CLER to describe the reason the discrepancy occurred. The table below lists reconciliation reason codes for CLER.

Code	Description	Explanation
501	Payroll/Personnel Office Did Not Process 2809 Or 2810	Use this code when the 2809, 2810, or Employee Express transaction was not received or not processed by the payroll office. Once the payroll/personnel office has processed the change, it needs to be transmitted to the carrier.
502	Payroll/Personnel Office Did Not Process 2809 Or 2810 Correctly	Use this code when the 2809, 2810, or Employee Express transaction was created but was either entered into the system incorrectly or was not properly processed by the payroll/personnel office. Once the payroll/personnel office has processed the change, it needs to be transmitted to the carrier.
520	Carrier Did Not Process 2809 Or 2810	Use this code when the 2809, 2810, or Employee Express transaction was either not received or not processed by the carrier. The payroll/personnel office should then use CLER to create a 2809/2810 transaction that will be sent to the carrier. The 2809/2810 may be faxed or mailed to the carrier in lieu of using CLER. The 2809/2810 provided to the carrier is a reissue of the initial form.
521	Carrier Did Not Process 2809 Or 2810 Correctly	Use this code when the 2809, 2810, or Employee Express transaction was not received or processed correctly by the carrier. The payroll/personnel office should then use CLER to create a 2809/2810 transaction that will be sent to the carrier. The 2809/2810 may be faxed or mailed to the carrier in lieu of using CLER. The 2809/2810 provided to the carrier is a reissue of the initial form.
522	Carrier Enrolled Person Without Payroll/Personnel Office Authorization	The enrollee sent his/her information directly to the carrier (bypassing the personnel office). The carrier should never enroll an individual unless it receives the information from an authorized source, i.e., the payroll/personnel office or Employee Express. In the unlikely event it does happen, the payroll office should work with the personnel office, enrollee, and carrier to get proper enrollment paperwork that it can use to update the payroll office system.
523	Carrier Changed Plan - Enrollee Out Of Service Area	The enrollee requested a plan that is not allowed for the area in which he/she lives and the carrier automatically switched the enrollee to the correct plan. This should never happen as the carrier should never make enrollment changes unless it receives the information from an authorized source, i.e., the payroll/personnel office or Employee Express. In the unlikely event it does happen, the payroll office should work with the personnel office, enrollee, and carrier to get proper enrollment paperwork that it can use to update the payroll office system.

Code	Description	Explanation
524	Carrier Changed Option Without Payroll/Personnel Office Authorization	The enrollee sent his/her information directly to the carrier (bypassing the personnel office) or the carrier automatically changed the option when the enrollee got married or when the last dependent turned 22 years of age. The carrier should never make enrollment changes unless it receives the information from an authorized source, i.e., the payroll/personnel office or Employee Express. In the unlikely event it does happen, the payroll office should work with the personnel office, enrollee, and carrier to get the proper enrollment paperwork that they can use to update the payroll office system.
525	Carrier Rejected SF 2809 - Enrollee Out Of Service Area	The enrollee requested a plan that is not allowed for the area in which he/she lives so the carrier rejected the enrollment or enrollment change. The payroll office should work with the personnel office and enrollee to get the proper paperwork so that it can update its system and send the enrollment or enrollment change to the carrier.
526	Carrier Terminated Coverage Due To Death Of Enrollee	This should never happen as the carrier should never make enrollment changes unless it receives the information from an authorized source, i.e., the payroll/personnel office or Employee Express. In the unlikely event it does happen, the payroll office should work with the personnel office, enrollee, and carrier to get proper enrollment paperwork that they can use to update the payroll office system.
540	Enrollee In Unpaid Status - No Deductions For Pay Period	Some payroll offices only send in records for those enrollees for whom premiums were paid (either by deductions from enrollee pay or by contribution from the enrollees agency). If an enrollee did not pay that pay period but was truly enrolled, then use this code to indicate why the discrepancy occurred. For this situation, no change would be required to either the payroll office's records or the carrier's records.
541	Enrollee Separation Not Submitted Timely	Use this code if the enrollee's separation paperwork is not received promptly by the payroll office and is therefore still reported by the payroll/personnel office (and possibly the carrier) as being enrolled.
542	Enrollee Reported Under Two Payroll Offices - Transfer During Pay Period	Use this code if two different payroll offices or agencies report an enrollee because that enrollee was transferring-in during the reconciliation pay period. For this situation, no corrective action is required as both payroll offices/agencies properly reported this enrollee to CLER.
550	Transfer In Not Processed Timely By Gaining Payroll Office	Use this code when the gaining payroll office has not processed the transfer in for the enrollee's prior payroll office. Contact the other payroll office so that it can obtain the proper paperwork and update its records.
551	Transfer In Not Processed Timely By OWCP	Use this code if the carrier reports an enrollee as belonging to your payroll office even though that enrollee should be handled by the Office of Workers Compensation Program (OWCP).
552	Retiree Transfer In Not Processed Timely	Use this code if the carrier reports a retiree as still belonging to the enrollee's prior payroll office. A transfer in to correct both records needs to be processed.

Code	Description	Explanation
560	Discrepancy Due To Timing	This code should be used when the discrepancy is due solely to the difference in extraction date between the payroll office and carriers (refer to the Payroll Office Enrollment File Layout Specifications for more details). For example, the carriers extract their data on the first of the month and a payroll office that pays biweekly might extract data on the fifth. Between the first and fifth of the month, some enrollees may have dropped or changed coverage while others may have enrolled for the first time.
570	Pseudo SSN Used	Enrollees are not required to provide their SSN to the carrier so some enrollees provide a fake or pseudo SSN. This can result in a discrepancy unless the payroll office system also sends the pseudo SSN to CLER so that records can be properly matched. Use this code whenever the discrepancy is due to a pseudo SSN.
580	Other - See Comments	Use this code when no other code is suitable. Comments must be supplied to explain the reconciliation reason.
▶590	OPM USE ONLY - Multiple Accounts with Shared CSA/CSF number	Civil Service Retirement Claim (CSA/CSF) number shared by more than one annuitant/survivor.
591	OPM USE ONLY - Enrollee Dropped Due to Death/Suspend Status - PO to investigate	Enrollment is dropped due to death or because the case is in suspend status - Payroll office will investigate these and notify carrier of the termination effective date.◀

Reconciliation Action Codes Table

Reconciliation action codes are used by agencies to describe which system(s) has to be updated as part of resolving a discrepancy. After an agency researches a discrepancy, it will enter one of the codes listed below in CLER.

Code	Description	Explanation
601	Payroll/Personnel Office Correction Required - Processed Through Payroll System	Use this code when only the payroll office's system needs to be updated. At its discretion, the payroll office may send the carrier a confirmation of the fact that the payroll office records were updated.
610	Carrier Correction Required - Submitted By Payroll/Personnel Office Through CLER	Use this code when only the carrier's system needs to be changed and the carrier was informed of those changes through the use of CLER's 2809/2810 online forms.
611	Carrier Correction Required - Submitted By Payroll/Personnel Office By Fax	Use this code when only the carrier system needs to be changed and the payroll/personnel office informed the carrier via a fax of the SF-2809 or SF-2810 form.
612	Carrier Correction Required - Submitted By Payroll/Personnel Office By Mail	Use this code when only the carrier system needs to be changed and the payroll/personnel office informed the carrier via a copy of the SF-2809 or SF-2810 through the mail.
620	Correction Required By Carrier And Payroll Office - Processed Through Payroll System	Use this code when both the payroll office and the carrier need to correct their records.

Code	Description	Explanation
630	Action Required By Another Payroll/Personnel Office	Use this code when the enrollee is no longer the responsibility of your payroll office but has, instead, transferred to another payroll office.
640	No Action Required	Use this code when neither the payroll office nor carrier needs to make changes to their records. For example, this code would be used in conjunction with reconciliation reason codes: 540 Enrollee In Unpaid Status - No Deductions for Pay Period. 542 Enrollee Reported Under Two Payroll Offices - Transfer During The Pay Period. 560 Discrepancy Due to Timing.

Carrier Corrective Action Response Codes Table

Carrier corrective action response codes are entered into CLER by carriers to record agreement with and completion of the requested correction specified by the agency office, or disagreement with the corrective action specified by the agency office. The following table lists the carrier corrective action response codes for CLER.

Code	Description	Explanation
701	Agree And Correction Processed Successfully	The carrier would enter this code when they agree with the change requested by the payroll office and have successfully updated its records.
721	Disagree - Enrollee Out Of Servicing Area	The carrier is unable to process the requested change because they do not offer that plan for the area where the individual lives.
722	Disagree - Last Dependent Reached Age 22	The carrier cannot change the individual to a family option because the enrollee no longer has dependents under age 22.
723	Disagree - Enrollment Terminated Due To Non-Payment of Membership Fees	The carrier cannot enroll or update enrollment for this individual because the enrollment has been terminated due to the non-payment of dues.
724	Other - See Comments	Use this code when no other code is suitable. Comments must be supplied to explain the Corrective Action.

State, U.S. Territory, And Overseas Military Abbreviations Table

The following table lists valid state, U.S. territory, and overseas military abbreviations for CLER.

Abbreviation	Description
AA	Armed Forces Americas (except Canada and United States of America)
AE	Armed Forces Africa, Canada, Europe, and Middle East

Abbreviation	Description
AK	Alaska
AL	Alabama
AP	Armed Forces Pacific
AR	Arkansas
AS	American Samoa
AZ	Arizona
CA	California
CO	Colorado
CT	Connecticut
DC	District of Columbia
DE	Delaware
FL	Florida
FM	Federated States of Micronesia
GA	Georgia
GU	Guam
HI	Hawaii
IA	Iowa
ID	Idaho
IL	Illinois
IN	Indiana
KS	Kansas
KY	Kentucky
LA	Louisiana
MA	Massachusetts
MD	Maryland
ME	Maine
MH	Marshall Islands
MI	Michigan
MN	Minnesota
MO	Missouri
MP	Northern Mariana Islands
MS	Mississippi
MT	Montana
NC	North Carolina
ND	North Dakota
NE	Nebraska
NH	New Hampshire
NJ	New Jersey
NM	New Mexico

Abbreviation	Description
NV	Nevada
NY	New York
OH	Ohio
OK	Oklahoma
OR	Oregon
PA	Pennsylvania
PR	Puerto Rico
PW	Palau
RI	Rhode Island
SC	South Carolina
SD	South Dakota
TN	Tennessee
TX	Texas
UT	Utah
VA	Virginia
VI	Virgin Islands
VT	Vermont
WA	Washington
WI	Wisconsin
WV	West Virginia
WY	Wyoming

Country Codes Table

The following table lists valid country codes for CLER.

Country	Code
Afghanistan	AF
Albania	AL
Algeria	AG
American Samoa	AQ
Andorra	AN
Angola	AO
Anguilla	AV
Antarctica	AY
Antigua and Barbuda	AC
Argentina	AR
Armenia	AM
Aruba	AA

Country	Code
Ashmore and Cartier Islands	AT
Australia	AS
Austria	AU
Azerbaijan	AJ
Bahamas, The	BF
Bahrain	BA
Baker Island	FQ
Bangladesh	BG
Barbados	BB
Bassas da India	BS
Belarus	BO
Belgium	BE
Belize	BH
Benin	BN
Bermuda	BD
Bhutan	BT
Bolivia	BL
Bosnia and Herzegovina	BK
Botswana	BC
Bouvet Island	BV
Brazil	BR
British Indian Ocean Territory	IO
British Virgin Islands	VI
Brunei	BX
Bulgaria	BU
Burkina Faso	UV
Burma	BM
Burundi	BY
Cambodia	CB
Cameroon	CM
Canada	CA
Cape Verde	CV
Cayman Islands	CJ
Central African Republic	CT
Chad	CD
Chile	CI
China	CH
Christmas Island	KT
Clipperton Island	IP

Country	Code
Cocos (Keeling) Islands	CK
Colombia	CO
Comoros	CN
Congo, Democratic Republic of the	CG
Congo, Republic of the	CF
Cook Islands	CW
Coral Sea Islands	CR
Costa Rica	CS
Cote d'Ivoire	IV
Croatia	HR
Cuba	CU
Cyprus	CY
Czech Republic	EZ
Denmark	DA
Djibouti	DJ
Dominica	DO
Dominican Republic	DR
East Timor	TT
Ecuador	EC
Egypt	EG
El Salvador	ES
Equatorial Guinea	EK
Eritrea	ER
Estonia	EN
Ethiopia	ET
Europa Island	EU
Falkland Islands (Islas Malvinas)	FA
Faroe Islands	FO
Fiji	FJ
Finland	FI
France	FR
French Guiana	FG
French Polynesia	FP
French Southern and Antarctic Lands	FS
Gabon	GB
Gambia, The	GA
Gaza Strip	GZ
Georgia	GG
Germany	GM

Country	Code
Ghana	GH
Gibraltar	GI
Glorioso Islands	GO
Greece	GR
Greenland	GL
Grenada	GJ
Guadeloupe	GP
Guatemala	GT
Guernsey	GK
Guinea	GV
Guinea-Bissau	PU
Guyana	GY
Haiti	HA
Heard Island and McDonald Islands	HM
Honduras	HO
Hong Kong	HK
Howland Island	HQ
Hungary	HU
Iceland	IC
India	IN
Indonesia	ID
Iran	IR
Iraq	IZ
Ireland	EI
Israel	IS
Italy	IT
Jamaica	JM
Jan Mayen	JN
Japan	JA
Jarvis Island	DQ
Jersey	JE
Johnston Atoll	JQ
Jordan	JO
Juan de Nova Island	JU
Kazakhstan	KZ
Kenya	KE
Kingman Reef	KQ
Kiribati	KR
Korea, North	KN

Country	Code
Korea, South	KS
Kuwait	KU
Kyrgyzstan	KG
Laos	LA
Latvia	LG
Lebanon	LE
Lesotho	LT
Liberia	LI
Libya	LY
Liechtenstein	LS
Lithuania	LH
Luxembourg	LU
Macau	MC
Macedonia, The Republic of	MK
Madagascar	MA
Malawi	MI
Malaysia	MY
Maldives	MV
Mali	ML
Malta	MT
Man, Isle of	IM
Marshall Islands	RM
Martinique	MB
Mauritania	MR
Mauritius	MP
Mayotte	MF
Mexico	MX
Micronesia, Federated States of	FM
Midway Islands	MQ
Moldova	MD
Monaco	MN
Mongolia	MG
Montserrat	MH
Morocco	MO
Mozambique	MZ
Namibia	WA
Nauru	NR
Navassa Island	BQ
Nepal	NP

Country	Code
Netherlands	NL
Netherlands Antilles	NT
New Caledonia	NC
New Zealand	NZ
Nicaragua	NU
Niger	NG
Nigeria	NI
Niue	NE
Norfolk Island	NF
Northern Mariana Islands	CQ
Norway	NO
Oman	MU
Pakistan	PK
Palau	PS
Palmyra Atoll	LQ
Panama	PM
Papua New Guinea	PP
Paracel Islands	PF
Paraguay	PA
Peru	PE
Philippines	RP
Pitcairn Islands	PC
Poland	PL
Portugal	PO
Qatar	QA
Reunion	RE
Romania	RO
Russia	RS
Rwanda	RW
Saint Helena	SH
Saint Kitts and Nevis	SC
Saint Lucia	ST
Saint Pierre and Miquelon	SB
Saint Vincent and the Grenadines	VC
Samoa	WS
San Marino	SM
Sao Tome and Principe	TP
Saudi Arabia	SA
Senegal	SG

Country	Code
Serbia and Montenegro	YI
Seychelles	SE
Sierra Leone	SL
Singapore	SN
Slovakia	LO
Slovenia	SI
Solomon Islands	BP
Somalia	SO
South Africa	SF
South Georgia and the Islands	SX
Spain	SP
Spratly Islands	PG
Sri Lanka	CE
Sudan	SU
Suriname	NS
Svalbard	SV
Swaziland	WZ
Sweden	SW
Switzerland	SZ
Syria	SY
Taiwan	TW
Tajikistan	TI
Tanzania	TZ
Thailand	TH
Togo	TO
Tokelau	TL
Tonga	TN
Trinidad and Tobago	TD
Tromelin Island	TE
Tunisia	TS
Turkey	TU
Turkmenistan	TX
Turks and Caicos Islands	TK
Tuvalu	TV
Uganda	UG
Ukraine	UP
United Arab Emirates	AE
United Kingdom	UK
United States	US

Country	Code
Uruguay	UY
Uzbekistan	UZ
Vanuatu	NH
Vatican City	VT
Venezuela	VE
Vietnam	VM
Wake Island	WQ
Wallis and Futuna	WF
West Bank	WE
Western Sahara	WI
Yemen	YM
Zambia	ZA
Zimbabwe	ZI

PART 5.

Exhibits

This part contains the following sections:

1. Form SF-2809, Health Benefits Election Form

FEHB
Federal Employees Health Benefits Program

Health Benefits Election Form

Federal Employees Health Benefits Program

For **Employees, Former Spouses Under the Spouse Equity Law, and Individuals Eligible for Temporary Continuation of Coverage**

Form Approved: OMB No. 3206-0160

- *Complete Parts A and G, and Parts B, C, D, E, and F as applicable.*

Do not separate the copies. Your employing office will certify the completed form and return your copy to you.

- *Type or print firmly*
- *Sign and date in Part*

Part A - *Fill in this part.*

1. Name *(last, first, middle initial)*
2. Social Security Number
3. Date of birth *(mm/dd/yyyy)*
4. Your home mailing address *(include ZIP code)*
5. Sex ☐ Male ☐ Female
6. Are you now married? ☐ Yes ☐ No
7. Daytime telephone number *(include area code)*

Part B - *Fill in this part if you wish to enroll or change your enrollment in the Federal Employees Health Benefits (FEHB) Program.*

1. I elect to enroll in a health benefits plan as shown below. *(Copy the information requested below from front cover of brochure of the plan you select.)*

Name of plan | Enrollment code

2a. Names of family members *(last, first, middle initial)*	2b. ZIP code	2c. Date of birth *(mm/dd/yyyy)*	2d. Sex	2e. Relationship "code"	2f. Social Security Number *(see instructions)*

3a. Do you, your spouse or any other eligible family members have any group health insurance coverage other than the FEHB plan in which you are now enrolling or enrolled? ☐ No ☐ Yes → Complete 3b

Name of policyholder *(last, first, middle initial)*

3b. Type of insurance ☐ Medicare *You* ☐ A ☐ B *Your spouse* ☐ A ☐ B ☐ TRICARE (Including CHAMPUS) ☐ Other *(specify name)*

Part C - *Fill in this part, as well as PART B, to change enrollment.*

1. Present Plan name
2. Present Plan enrollment code →

Part D - *Event*

1. Event code that permits change *(see Table of Permissible Changes)*
2. Date of event that permits change *(mm/dd/yyyy)*

Part E - *Employees Only*

Place an "X" in the box below if you wish NOT TO ENROLL in the FEHB Program.

☐ I elect not to enroll in the Federal Employees Health Benefits Program.

My signature in PART G certifies that I have read and understand the information on page 4 regarding this election.

Part F - *Cancellation*

Place an "X" in the box below if you wish to CANCEL your enrollment.

Present Plan enrollment code

☐ I elect to cancel my enrollment in the Federal Employees Health Benefits Program. I am currently enrolled under the code shown above.

My signature in PART G certifies that I have read the information in the instructions on page 4 regarding cancellation of enrollment and that I understand that I must meet the 5-year requirement to qualify for FEHB coverage after retirement.

Part G - *Fill in this part.*

WARNING: Any intentionally false statement in this application or willful misrepresentation relative thereto is a violation of the law punishable by a fine of not more than $10,000 or imprisonment of not more than 5 years, or both. (18 U.S.C. 1001.)

1. Your signature *(do not print)*
2. Date *(mm/dd/yyyy)*

Part H - *To be completed by agency*

1. Name and address of employing office *(include ZIP code)*
2. Date received in employing office *(mm/dd/yyyy)*
3. Effective date of action *(mm/dd/yyyy)*
4. SF 2811 report number
5. Payroll office number
6. Payroll contact and telephone number *(including area code)* (   )
7. Personnel contact and telephone number *(including area code)* (   )
8. Signature of authorized agency official and telephone number *(including area code)* (   )

Remarks

Office of Personnel Management | NSN 7540-01-231-6227 | Standard Form 2809 Revised July 1999

Copy 1 - OFFICIAL PERSONNEL FOLDER

Previous editions are not usable.

2. Form SF-2809-1, Health Benefits Election Form

Form Approved:
OMB No. 3206-0239

FEHB
Federal Employees Health Benefits Program

Health Benefits Election Form

Federal Employees Health Benefits Program

For **Annuitants (other than CSRS/FERS), Compensationers, Former Spouses Under the Spouse Equity Law, and Individuals Eligible for Temporary Continuation of Coverage**

- *Complete Parts A and F and Parts B, C, D, and E as applicable.*

Do not separate the copies. Your employing office will certify the completed form and return your copy to you.

- *Type or print firmly*
- *Sign and date in Part F*

Part A - *Fill in this part.*

1. Name *(last, first, middle initial)*	2. Social Security Number	3. Date of birth *(mo., day, yr.)* __ __/__ __/__ __ __ __
4. Your home mailing address *(include ZIP code)*	5. Sex ☐ Male ☐ Female	6. Are you now married? ☐ Yes ☐ No
	7. Daytime telephone number *(including area code)* ( )	

Part B - *Fill in this part if you wish to enroll or change your enrollment in the Federal Employees Health Benefits (FEHB) Program.*

1. I elect to enroll in a health benefits plan as shown below. *(Copy the information requested below from front cover of brochure of the plan you select.)*

Name of plan *(you want to enroll in)*	Enrollment code

2a. Names of family members *(last, first, middle initial)*	2b. ZIP code	2c. Date of birth *(mo., day, yr.)*	2d. Sex	2e. Relation-ship "code"	2f. Social Security Number *(see instructions)*
		__ __/__ __/__ __ __ __			
		__ __/__ __/__ __ __ __			
		__ __/__ __/__ __ __ __			
		__ __/__ __/__ __ __ __			

3a. Do you, your spouse or any other eligible family members have any group health insurance coverage other than the FEHB plan in which you are now enrolling or enrolled? ☐ No ☐ Yes ⟶ Complete 3b

Name of policyholder *(last, first, middle initial)*

3b. Type of insurance ☐ Medicare *You* ☐ A ☐ B *Your spouse* ☐ A ☐ B ☐ TRICARE (Including Champus) ☐ Other *(specify name)*

Part C - *Fill in this part, as well as PART B, to change enrollment.*

1. Present Plan name *(the plan you are leaving)*	2. Present Plan enrollment code ⟶

Part D - *Event*

1. Event code that permits change *(see Table of Permissible Changes)*	2. Date of event that permits change *(mo., day, yr.)* __ __/__ __/__ __ __ __

Part E - *Cancellation*

Place an "X" in the box below only if you wish to CANCEL your enrollment.

☐ I elect to cancel my enrollment in the Federal Employees Health Benefits Program. I am currently enrolled under the code shown here ⟶ Present Plan enrollment code

My signature in PART F certifies that I have read the information in the instructions on page 4 regarding cancellation of enrollment.

Part F - *Fill in this part.*

WARNING: Any intentionally false statement in this application or willful misrepresentation relative thereto is a violation of the law punishable by a fine of not more than $10,000 or imprisonment of not more than 5 years, or both. (18 U.S.C. 1001.)

1. Your signature *(do not print)*	2. Date *(mo., day, yr.)* __ __/__ __/__ __ __ __

Part G - *To be completed by agency*

1. Name and address of employing office *(include ZIP code)*	2. Date received in employing office *(mo., day, yr.)* __ __/__ __/__ __ __ __	3. Effective date of action *(mo., day, yr.)* __ __/__ __/__ __ __ __	4. SF 2811 report number
	5. Payroll office number	6. Payroll contact and telephone number *(including area code)* ( )	
	7. Personnel contact and telephone number *(including area code)* ( )		
	8. Signature of authorized agency official and telephone number *(including area code)* ( )		

Remarks

Office of Personnel Management

NSN 7540-01-466-9084

Copy 1 - OFFICIAL PERSONNEL FOLDER

Standard Form 2809-1
July 1999

Exhibits

3. Form SF-2810, Notice Of Change In Health Benefits Enrollment

FEHB
Federal Employees Health Benefits Program

Notice of Change in Health Benefits Enrollment

Part A - Identifying Information

1. Name *(Last, first, middle initial)*	2. Date of birth	3. Social security number
4. Home address *(including ZIP Code)*	5. Payroll office number	6. Enrollment code number
	7. SF 2811 Report number	8. Date this action becomes effective

Only the item that is checked below affects your enrollment. Read that item carefully and follow any pertinent instructions. Keep this form for your records.

Part B - Termination

☐ Your enrollment terminates on the date in Part A, item 8, above. However, your coverage is extended for 31 days after that date.

Important Notice: **You have the right to convert to an individual (nongroup) contract with the carrier of your plan. You also may have the right to temporarily continue your group coverage.** See **Part B - Termination** on the back of this form for information about 31-day extension of coverage, conversion, and temporary continuation of coverage.

If termination is due to death of enrollee enter date of death | Date of death (mo, dy, yr)

Part C - Transfer In

☐ The new Payroll Office (or Retirement System) shown in Part H below has accepted transfer of this enrollment and will continue it.

Part D - Reinstatement

☐ Your enrollment has been reinstated effective on the date in Part A, item 8, above.

Part E - Change in Name of Enrollee

☐ The name under which this enrollment is carried has been changed to:

Name	Date of Birth
Address (including ZIP Code) if different from Part A, item 4, above.	

Part F - Change In Enrollment-Survivor Annuitant

☐ Your enrollment has been changed from family coverage to self only. Your plan will send you a new identification card. Your new enrollment code number is shown below. (Note: This item is completed by Retirement Systems only.)

New Enrollment Code Number

Part G - Remarks

Part H - Date of Notice

Note: Instructions for Employing Offices are on the back of Copy 4 of this form.

Name and address of agency *(including ZIP Code)*	Personnel contact and telephone number ( )
	Payroll contact and telephone number ( )
Signature of authorized agency official	Date

U.S. Office of Personnel Management
CSRS/FERS Handbook for Personnel and Payroll Offices
NSN 7540-01-232-1234
Copy 1 - To Enrollee
2810-104
Previous edition is usable
Standard Form 2810
Revised June 1995

4. Form CLERC, CLER Security Access Form, Health Benefit Carrier Personnel

CLER Security Access Form
Health Benefit Carrier Personnel

1. User ID	2. Name	3. User Reference Number	4. Phone No.	5. Carrier Name	6. Carrier ID Number	7. Access: Update (U) Inquiry (I)	8. Address	9. E-Mail Address	10. Remarks

FORM CLERC

Submitting Security Officer (or alternate) Name and Phone Number:______________________________

PART 6.

Glossary

Agency ID. The 4-position agency identification code assigned by OPM and used to identify a Federal agency. The first and second positions of this code indicate the department, and the third and fourth positions indicate the agency (example: AG90 for U.S. Department of Agriculture, Office of the Chief Financial Officer).

Carrier. An organization responsible for providing FEHB enrollees with health insurance coverage.

Carrier (code). The 4-position carrier code assigned by NFC's CLER Operations and Reconciliation Unit and used to identify a health insurance provider (example: BCBS for Blue Cross/Blue Shield).

Carrier ID. The 7-position carrier identification code assigned by NFC's CLER Operations and Reconciliation Unit and used to identify a carrier. This code consists of the Carrier code and the carrier's enrollment data transmission location code (example: BCBS100 for Blue Cross/Blue Shield).

Country Code. The 2-position code used to identify a country. For a list and descriptions of country codes, see **Country Codes Table** in **Part 4**.

Enrollment Code. The 3-position code assigned by OPM and used to identify an FEHB enrollee's enrollment plan and option.

Fail Count. The number of times an enrollee record failed the quarterly edit process.

FEHB. The Federal Employees Health Benefits (FEHB) insurance program the Federal Government offers its employees.

Password. The password assigned by NFC's Information System Security Office (ISSO) and used to access CLER. The user may change this password after he/she initially accesses CLER.

Payroll Office. A Federal organization responsible for coordinating an FEHB enrollee's coverage and premium collections.

Payroll Office ID. The 8-position code assigned by OPM and used to identify a payroll office (example: 12400001 for NFC).

Personnel Office. A Federal organization authorized to appoint and separate Federal employees, and to the extent such functions have been delegated, prepare personnel actions, maintain official personnel records, and administer programs for staff compensation, training and development, benefits and awards, and employee and labor relations.

Personnel Office ID. The 4-position code assigned by OPM and used to identify a personnel office (example: 5317 for NFC).

Plan. The 2-position code assigned by OPM and used to identify an enrollee's enrollment plan. This code is first two positions of the enrollment code.

POI. The 4-position Personnel Office Identifier (POI) code assigned by OPM and used to identify a personnel office (example: 5317 for NFC).

Pseudo SSN. An identification number used by an enrollee in lieu of a social security number.

Survivor Annuitant. A surviving family member of a deceased Federal employee or annuitant who is entitled to an annuity under a retirement system established for employees.

User ID. The user identification code assigned by NFC's ISSO and used to access CLER.

Heading Index

This index provides an alphabetical list of all headings in the procedure. When a heading is referenced, you can use this index to locate the page number.

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